



Instructions for Completing and Submitting the Request for Medicare Prescription Drug Coverage Determination Form

If your physician, other prescriber, or pharmacist tells you Highmark Wholecare will not cover a prescription drug because it is not part of the formulary, exceeds the amount the Plan will cover, or requires prior authorization, you can complete a request for prior authorization by filling out the Request for Medicare **Prescription Drug Coverage Determination Form**.

Your physician or other prescriber must submit a statement to support the request.

If someone is filling out this request for you, an Appointment of Representative Form must be submitted along with the Request for Medicare Prescription Drug Coverage Determination Form.

To request forms:

You may download the form from our website at: www.highmark.com/wholecare or,

You can **call Member Services**: From October 1 to March 31, you can call us seven days a week from 8 a.m. to 8 p.m.

From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m.

1-800-685-5290

TTY users should call 711

To complete the form:

Fill out the following sections: Enrollee's/Requestor's information, Name of the prescription drug you are requesting, Type of coverage determination request, Prescriber's information with prescriber signature and date (if applicable)

Your physician or other prescriber must submit a statement to support the request.

To submit the form:

Submit written requests by mail to:

Highmark Wholecare

Attention: Pharmacy Department

P.O. Box 22158

Pittsburgh, PA 15222-1222

OR Fax requests to the Pharmacy Department at 1-888-447-4369

If you have questions or problems, contact Member Services at 1-800-685-5209: From October 1 to March 31, you can call us seven days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association ("Highmark Wholecare"). Highmark Wholecare offers HMO plans with a Medicare Contract. Enrollment in these plans depends on contract renewal.

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