



An Anthem Company

Pharmacy program overview

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

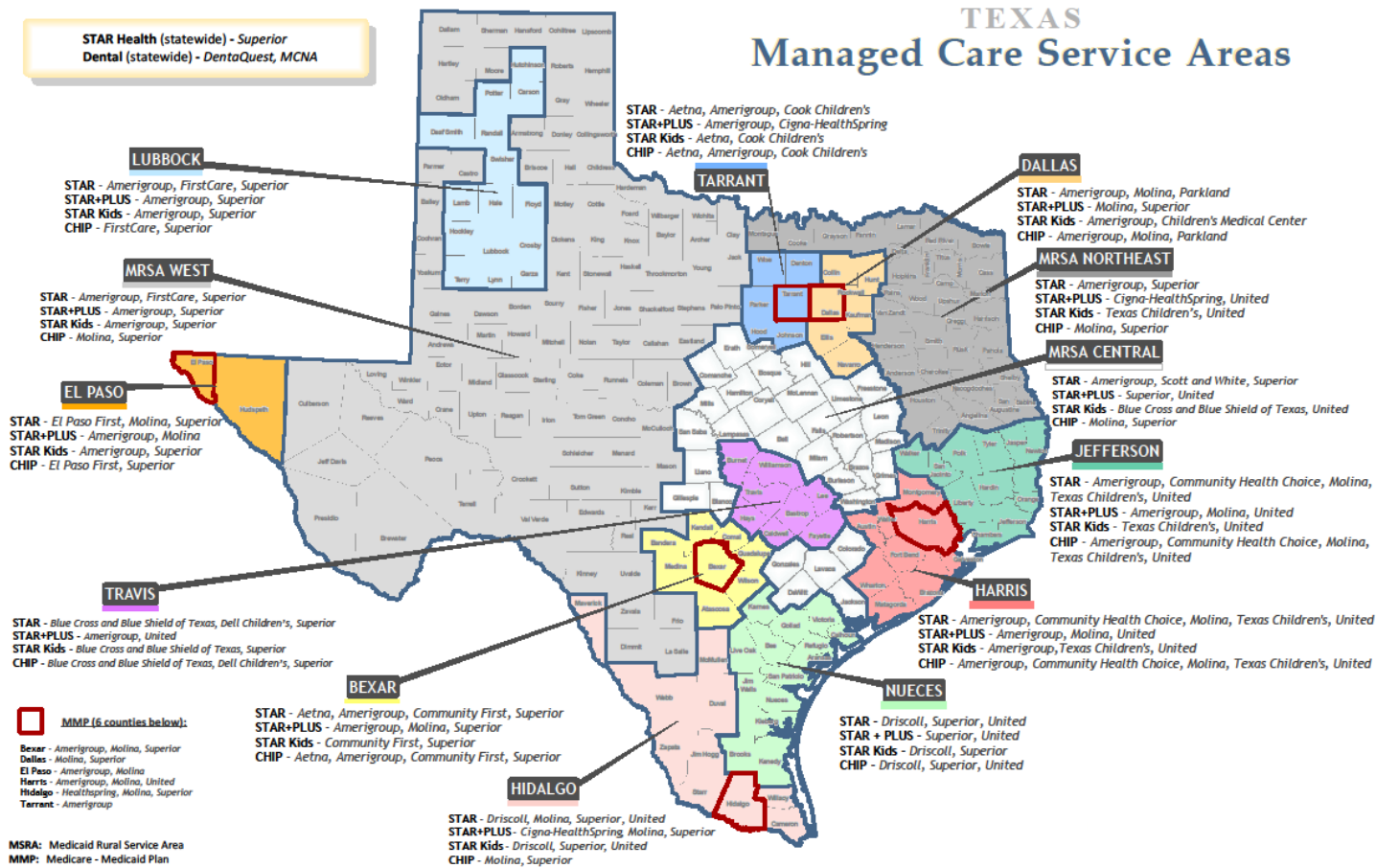
Pharmacy benefit objectives

The pharmacy benefit is designed to ensure the efficient, safe provision of prescription services by:

- Promoting safe, cost-effective prescription and medication management using:
 - Formulary management.
 - Prior authorization (PA) process.
- Managing the utilization of pharmaceutical agents in support of controlling overall medical resource consumption and costs using:
 - Medication therapy management programs.
 - Drug utilization edits and reviews.
- Ensuring compliance with federal and state regulatory requirements.
- Improving quality of care through programs that make measurable impacts upon quality ratings such as:
 - HEDIS®.
 - National Committee for Quality Assurance (NCQA).



Service area



Formulary and Preferred Drug List

The screenshot displays the Amerigroup RealSolutions website for Texas. The header includes the logo and navigation links. The main content area is titled 'Texas Provider Self-Service'. On the left, there is a 'News & Announcements' section and a 'Provider Resources & Documents' menu. The menu is expanded to show a list of links, with two orange arrows pointing to 'Formulary Search' and 'Medicaid Pharmacy Prior Authorization & Preferred Drug List'. On the right, there are buttons for 'Login', 'STAR+PLUS Provider Information & Resources', and 'Provider Survey'. Logos for Texas Health and Human Services, STAR+PLUS, CHIP, and Medicaid are also visible.

- Amerigroup follows the Texas Drug Code Index and *Preferred Drug List (PDL)*.
- The formulary and *PDL* can be found on our website (<https://providers.amerigroup.com/TX> > Provider Resources & Documents > Pharmacy).



- Amerigroup follows the Texas Vendor Drug Program *Clinical Criteria* for pharmacy PA.
- The *Pharmacy Clinical Prior Authorization Chart* (<https://www.txvendordrug.com> >Formulary > Prior Authorization > Clinical Prior Authorization > Clinical PA Assistance Chart) identifies the medications that require PA.
- PA requests can be submitted via the following:
 - **Phone:** 1-800-454-3730
 - **Fax:** 1-844-474-3341
 - **Website:** <https://providers.amerigroup.com/TX> (Online requests are submitted through our secure portal via Availity; a user name and password is required.)
- PA forms can be found on our website (<https://providers.amerigroup.com/TX> > Provider Resources & Documents > Pharmacy > Pharmacy Prior Authorization Forms).



Availity Portal

The most efficient method to request PA is via our web authorization request tool (<https://providers.amerigroup.com> > Login).

This tool is powered by Availity and requires a user ID and password for security and privacy reasons.

You must register to use this site.



How Can We Help You?

Amerigroup & You

Providing care for those who need it most requires a team effort and there's no more critical person on this team than you the provider. Our challenge is to find ways to help you use your resources as efficiently and productively as possible. And that begins by listening to the problems you encounter and the ideas you have to make the system work better. Together we can find the real solutions that can make a difference in people's lives.

Join Our Network

Interested in joining the Amerigroup network?

[Get Started](#)

The States We Serve

Amerigroup currently operates in 12 states and is growing!

Florida	Louisiana	New Mexico
Georgia	Maryland	Tennessee
Iowa	Nevada	Texas
Kansas	New Jersey	Washington

[Login](#)

Are you a new user? [Register >](#)



Prior authorization decisions

- **Standard request:** The decision to approve or deny a standard request for PA is made within 24 hours of receipt of all necessary information.
- **Urgent request:** The decision to approve or deny an urgent request for PA is made within 24 hours of receipt of all necessary information.
- If a decision cannot be reached within 24 hours, a 72-hour supply of medication may be dispensed by the retail pharmacy or hospital without PA through the use of an override code while awaiting a PA decision.





Questions?



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