

## Pharmacy Benefit Coverage

Gainwell is excited for the opportunity to serve you as the Ohio Department of Medicaid (ODM) Single Pharmacy Benefit Manager (SPBM). Gainwell is committed to providing quality care for your pharmacy benefit services and can help you with questions related to your medication coverage and prescription benefits.

Gainwell works with [insert MCO name] and OhioRISE (if applicable) to ensure you are provided the best service available through innovative care coordination processes. You can visit the Gainwell website at <https://spbm.medicaid.ohio.gov> for additional information.

## Where can you find the list of preferred medications?

You can visit the Gainwell website at <https://spbm.medicaid.ohio.gov> to find the Unified Preferred Drug List (UPDL). You can obtain a copy of the UPDL by calling Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submitting an online request for this information via the member portal at <https://spbm.medicaid.ohio.gov>.

## How can you locate a pharmacy to fill your prescription?

You can visit the Gainwell website at <https://spbm.medicaid.ohio.gov> and click on the “Find a Pharmacy” link. This will help you locate an in-network pharmacy where you can have your prescriptions filled. You may also call Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437) or submit an online request at <https://spbm.medicaid.ohio.gov>.

## How can you fill your prescription?

- Take your written prescription to your preferred, in-network pharmacy. Your prescriber may send your prescription to the pharmacy electronically as well.
- Make sure your pharmacy has your current information, including your:
  - Birthday
  - Phone number
  - Address
  - Allergies to medications
  - New Member ID Card

If your pharmacy states that it is having trouble billing your prescription, the pharmacy can contact the Gainwell Pharmacy Help Desk at 1-833-491-0344 (TTY 1-833-655-2437) for assistance.

## **Where can you find Gainwell's member handbook?**

You can visit Gainwell's website at <https://spbm.medicaid.ohio.gov>, under the "Member" tab to find a copy of the member handbook. You can also obtain a copy of your Gainwell member handbook by calling Gainwell Member Services toll-free at 1-833-491-0344 (TTY 1-833-655-2437).

## **Contact Gainwell:**

The Gainwell Member Services team is available for you 24 hours a day, 365 days a year at 1-833-491-0344 (TTY 1-833-655-2437) or online at <https://spbm.medicaid.ohio.gov> for questions you have related to your medication coverage, assistance with navigating the website, or obtaining copies of your member documents. Language assistance and interpretation services are available upon request at no cost to you. Services available include, but are not limited to, oral translation, written translation, and auxiliary aids.