

# WHAT IF YOUR DRUG ISN'T ON THE FORMULARY?

A “formulary” is a list of drugs that are covered by your plan. If your drug isn’t listed on your copy of our formulary, you may contact the Presbyterian Customer Service Center to make sure the drug isn’t covered.

## HOW DO I ASK FOR A PHARMACY EXCEPTION?

If the Presbyterian Customer Service Center confirms that we don’t cover your drug, you have two options:

- 1) You may ask your doctor if you can switch to another drug that is covered by us. If you want to give your doctor a list of covered drugs that are used to treat similar medical conditions, visit <https://www.phs.org/health-plans/member-information/Pages/forms-and-documents.aspx>
- 2) You or your doctor may ask us to make an exception to cover your drug. You or your doctor can ask us to cover your drug or waive limits on your drug. If we agree to make an exception, you may have higher out-of-pocket costs. To learn more about your plan’s drug coverage or to initiate a Pharmacy Exception request contact Presbyterian Customer Service <https://www.phs.org/about-us/contact-us/Pages/default.aspx> or visit <https://www.phs.org/health-plans/understanding-health-insurance/Pages/understanding-formularies.aspx>