

## CSP FAQ

### Frequently Asked Questions

**1. What is the goal of this program?**

The goal of this program is to provide continuity of medical care and help ensure the health and safety of Ohio Medicaid members.

**2. Who selects the designated pharmacy?**

Change Healthcare suggests the designated pharmacy based on claims. The enrollee may choose a different pharmacy at the beginning of the program.

**3. Can the pharmacy be changed?**

The designated pharmacy can be changed if the pharmacy:

- Relocates or closes
- Individual relocates or becomes incapacitated
- The designated pharmacy is no longer eligible with Ohio Medicaid
- The designated pharmacy chooses to no longer provide services to the individual

**4. How long is the program?**

The initial enrollment period is 2 years, and the individual may be re-enrolled every 2 years.

**5. What are the hearing rights?**

If an individual disagrees with the enrollment or reenrollment, they are entitled to a state hearing. Individuals should refer to their enrollment letter for more information on requesting a hearing.

**6. Who oversees the program?**

Change Healthcare is the pharmacy benefit administrator for the Ohio Medicaid Fee for Service Population.

**7. What if I have an emergency and can't get my medication from my designated pharmacy?**

If you need to get medicine and can't get to your pharmacy or it's closed, go to another convenient pharmacy and that pharmacy will call us to determine if it's an emergency.

**8. Who can I call with questions?**

Change Healthcare at 1-877-518-1546