



If you are taking prescription medications, you may wonder why quantity limits have been established for some of them.

Q & A

about quantity limits

What drugs have quantity limits?

Certain drugs are limited to a specific quantity for 30 or 90 days. Some examples are:

- All nasal inhalers (Flonase)
- Agents to treat sexual dysfunction (Viagra)
- Migraine medications (Imitrex)
- Asthma inhalers (Albuterol)
- Pain management (OxyContin)
- Proton Pump Inhibitors (Prevacid)

To find out if the medication you are taking is subject to quantity limits, please contact Blue Cross and Blue Shield of Texas at 1-800-521-2227. You can also check our Web site at **bcbstx.com** for a complete list of drugs subject to quantity limits.

How can I find out what the quantity limit is for the medication I'm taking?

Again, you may check our Web site, or call Customer Service for a complete list of drugs that are subject to quantity limits. The Web site also shows dosage information and the recommended amount for a 30-day supply. You may view this information online in the Member and Provider section of the Web site at **bcbstx.com**. Or you may call Blue Cross and Blue Shield of Texas Customer Service at 1-800-521-2227.

Why is there a limit on these drugs?

Quantity limits help ensure that you receive the appropriate amount of medication, while minimizing your health risks and encouraging cost-effective use of medications.

What if my physician says I can take more than the quantity limit?

If circumstances require that you need more than the recommended amount of a medication, ask your physician to fax or mail a Quantity Override Request Form to Blue Cross and Blue Shield of Texas/HMO Blue Texas.

What are Proton Pump Inhibitors (PPI), and how do quantity limits affect their use?

PPIs include Prevacid, Protonix, Nexium, and Aciphex. If you are taking one of these medications your physician will need to submit an Override Request Form if one of the following conditions exists:

- You are taking more than one tablet per day in a 30-day period
- You are on a specific PPI drug and want a prescription for a different PPI to be filled within the same 30-day period. For example, if you are currently taking Aciphex, you cannot request a prescription of Nexium within the same 30-day period.

How do I submit an Override Request Form?

You have two options for submitting the form, which include:

Fax: 1-800-986-9980

Mail: Blue Cross and Blue Shield of Texas/HMO Blue Texas
P.O. Box 660201, Dallas, TX 75266-0201

What happens after I submit an Override Request Form?

After we receive your form, a member of our clinical department will review your request. Your physician also will receive a confirmation letter or fax, and will be responsible for letting you know if your request is approved. Once your request is approved, the override request is flagged in the claims processing system and the requested quantity of medication will be covered.

How long does it take to request an override?

We will respond within 10 business days after receiving your override request. Then we will notify your physician by fax or letter, and also send a notification letter to you.

If I do get approved for an override, is the override in effect indefinitely, or will I need to submit another override in the future?

An approved override does not cover an indefinite time frame. Blue Cross and Blue Shield of Texas/HMO Blue Texas will approve overrides for a clinically appropriate period of time. We will notify your physician with an approval letter outlining the approved time period.





What if I'm going on vacation?

If you're going on vacation, you may request a one-time vacation override. You may send a written request to our Pharmacy Programs Department informing us that your request is for a vacation override. Also, if you have had any other previous requests and/or approvals for your medication(s), please include that information in your request as well.

When you submit a vacation override, you may receive your medication early. However, you won't be able to receive more than the allowable quantity, unless previously approved. For example, if you are going on vacation for a month, you could get a one-month supply early. But you would have to wait until 30 days has passed for your current prescription, as well as an additional 30 days for your vacation override prescription before another refill would be covered.

If my medication has quantity limits, is there an alternate medication I can take?

Talk to your physician to see what other treatment options are available for you. Be sure to discuss the quantity versus time limits of your plan when you speak with your physician.

What if my request isn't approved?

If your request isn't approved, your physician may send an appeal on your behalf. The appeal should include any additional information that would support why an excess quantity is medically necessary.

HMO members HMO Blue Texas, Complaint Dept.
may send appeals to: 5425 West Loop South, Suite 1000
Houston, TX 77027-3911

PPO members Blue Cross and Blue Shield of Texas
may send appeals to: P.O. Box 833911
Dallas, TX 75083-3911

Still have questions?

If you need to find out more about your prescription coverage and specific drug exclusions, you can get additional helpful information by referring to your health benefit booklet.

Important measures for your health

**Understanding
quantity limits
on prescription
medications.**



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