Q: What is a quantity limit?
A: Your pharmacy benefit typically provides coverage for prescription drugs based on a 30-day supply. A quantity limit is a specific quantity of medication eligible for coverage as a 30-day supply or a 90-day mail-order supply. Quantity limits provide a clinical baseline for the recommended amount of medication that should be dispensed over a certain period of time. Limits are based upon FDA and manufacturer dosing recommendations, nationally recognized clinical guidelines and Blue Cross and Blue Shield of Texas (BCBSTX) Pharmacy Advisory Committee review. Medication quantities prescribed within these limits are automatically covered by your pharmacy benefit.

Q: Why does my prescription benefit include quantity limits?
A: Quantity limits for prescription medications play an important role in helping to keep health care affordable by improving the quality of pharmaceutical care, minimizing your health risks and assuring appropriate utilization when medications are dispensed.

Q: How will quantity limits affect me?
A: When you present a prescription to the pharmacist for a medication that is included under your benefit and subject to quantity limits, that prescription will immediately be covered if the quantity requested is at or below the allowed amount. If your prescription exceeds the quantity limit, the pharmacist will receive an online message that explains your pharmacy benefit limit for that specific medication. At this point, the pharmacist can fill your prescription for the exact quantity provided by your benefit or you may prefer to wait and ask your physician to request coverage approval for a greater quantity.

If your prescription exceeds the usual recommended amount, you will need approval from BCBSTX to exceed your benefit limit. You can ask your physician to fax or mail a Quantity Override Request Form to BCBSTX to request coverage for additional medication.

The easiest way for your physician to obtain a Quantity Override Request Form is by logging onto our Web site at www.bcbstx.com. Forms and more detailed quantity limit information can be found under the section titled Provider. If additional program information is needed, your physician may call BCBSTX Customer Service at 1-800-521-2227 or 1-877-299-2377 for HMO members. Contact numbers are listed on the back of your ID card.
Q: What happens after my doctor submits an Override Request Form?
A: Physician requests are reviewed by both a clinical pharmacist and medical director within seven business days after receiving a completed form. Override approvals are faxed to your physician’s office and your physician is responsible for letting you know if your request was approved. Once approved, your benefit will provide coverage for an additional, specified quantity of medication for a clinically appropriate period of time.

All denied override requests are reviewed by a physician who makes the final determination. Denial notifications are mailed to both you and your physician. The notification letter includes the reason for denial and specific appeal information.

Q: What if my request is not approved?
A: If your request is denied, your physician may send an appeal to BCBSTX on your behalf. The appeal should include any helpful clinical information that would support why an additional quantity is medically necessary. All required appeal information, including the appropriate BCBSTX mailing address is included with each letter of denial.

Appeals may be sent to: Customer Service Department P.O. Box 660044 Dallas, Texas 75266-0044

As always, if you have a prescription for quantities in excess of your pharmacy benefit, you still may obtain those additional quantities, but you will be financially responsible for the full cost of the extra amount.

Q: What medications have quantity limits?
A: Examples of drug categories subject to quantity limits are:
- Migraine drugs (e.g. Imitrex, Maxalt and Zomig)
- Asthma inhalers and solutions (e.g. Advair, Albuterol, and Flovent)
- Nasal inhalers (e.g. Flonase, Nasarel and Nasonex)
- Osteoporosis agents (e.g. Actonel, Boniva and Fosamax)
- Ulcer medications (e.g. Nexium and Prevacid)
- Sexual dysfunction drugs (e.g. Cialis, Levitra and Viagra)

A complete drug list including the quantity limits that apply is available on our Web site at www.bcbtx.com/member. You may also obtain quantity limit information by calling the BCBSTX Customer Service number located on the back of your ID card.

Q: If my medication has quantity limits, is there an alternative medication I can take?
A: Talk to your doctor about what other treatment options may be available for you. Be sure to discuss your quantity versus time coverage limits when you speak with your physician.

Q: How are the medications subject to quantity limits determined?
A: A team of pharmacists and physicians reviews categories of medications that are potentially over-prescribed, may not be intended for daily use or require routine monitoring to assure safety and good results. The reviewers take into consideration FDA dosing guidelines, nationally recognized clinical guidelines written by specialists and other generally accepted standards of practice when determining drug categories appropriate for quantity limits.

Q: What if I’m going on vacation?
A: If you are going on vacation, you may request a one-time vacation override by calling BCBSTX Customer Service at 1-800-521-2227 or 1-877-299-2377 (HMO) or by referring to the number listed on the back of your ID card. Importantly, while you may receive an early prescription refill, you will still have to wait the appropriate number of days before your next refill will be covered.