

## Important Pharmacy Changes for WTC Health Program Providers

Dear Provider,

**Starting June 1, 2022, Express Scripts will replace Managed Care Advisors and Optum as the World Trade Center (WTC) Health Program's Pharmacy Benefits Manager (PBM).**

Express Scripts has a wide range of services to meet WTC-related retail pharmacy, specialty pharmacy, and home delivery needs.

**Providers must submit prior authorization (PAs) for WTC Health Program members.**

As a provider enrolled in the WTC Health Program provider network, you will now need to submit prior authorizations (PAs) directly to Express Scripts for WTC Health Program members after June 1, 2022. You may submit PAs by the following methods:

- Electronic Prior Authorization (ePA) platform (see below for more details)
- By Phone at 844-431-9672 or
- By Fax at 877-251-5896

**Electronic Prior Authorization (ePA):** You will have the option to submit a PA directly to Express Scripts through an ePA platform (e.g., Covermymeds, Surescripts, ExpressPath). If you are not currently set up with an ePA system, you may register for one at no cost through these, or any other, ePA platform.

**Real Time Prescription Benefit:** If the Real Time Prescription Benefits feature is available on your e-prescribing or Electronic Medical Record platform, you will now be able to see WTC Health Program members eligibility and formulary information including plan limitations and prior authorization criteria when you submit an electronic prescription to the pharmacy. You can then decide to submit a PA request prior to prescribing the medication or change the medication based on the formulary requirements.

**Please note: This process is for WTC-related prescriptions only.** Prescriptions for conditions that are not WTC-related will need to be billed to other health insurance or paid out of pocket by the member. The WTC Health Program is a limited benefit health program that covers medications for certified WTC-related conditions when prescribed by a Program-affiliate provider.

**Have questions?**

For questions related to this change, please call Express Scripts at 844-431-9672.

Sincerely,  
The World Trade Center Health Program