

Understanding step therapy

Step therapy is when your health plan asks you to try a cheaper, but equally effective, drug before “stepping up” to a drug that costs more. This process helps control the risk of side effects and costs. For example, you might try an over-the-counter drug first. If it doesn’t help you, you may then try a more expensive generic or brand-name drug.

Visit [PrimeTherapeutics.com/Member/Documents](https://www.PrimeTherapeutics.com/Member/Documents) to see if your drug requires step therapy.

How it works



Bring or mail your prescription to your pharmacy.



If step therapy is needed, your pharmacist will get an alert, and they will review your options.



If there is a low-cost drug in your claims history, you can fill the higher-cost drug.



If the lower-cost drug options don't work for you, your pharmacist or provider can call **800.424.3312**, and we'll work through next steps.

✓ **APPROVED:** If your drug is approved, we'll let you know so you can get your medicine right away.

✗ **DENIED:** If your drug is denied, we'll send a letter to you and your doctor with next steps.

Helping health care work for you

At Prime Therapeutics, we are reimagining pharmacy management to provide the same care we would want for our loved ones. That means we help make sure the drugs you have been prescribed are right for you. If you have questions, please visit [PrimeTherapeutics.com/Member/Documents](https://www.PrimeTherapeutics.com/Member/Documents) or call us at **800.424.3312**. We are here 24 hours a day, 7 days a week.

