

General Information

Superior HealthPlan has contracted with Express Scripts® as our Pharmacy Benefit Manager (PBM). The Texas Vendor Drug Program (TX VDP) supplies the Texas Medicaid Preferred Drug List (PDL) and clinical edit criteria that are utilized by Superior HealthPlan and Centene Pharmacy Services.

Find a pharmacy through our pharmacy network online at www.SuperiorHealthPlan.com/members/medicaid/find-a-provider.html.

Find details on the pharmacy program at SuperiorHealthPlan.com/ProviderPharmacy

Pharmacy Services Contact Information

The Pharmacy and Provider Services Help Desk
Phone: 1-866-768-7147

Express Scripts (Mail Order Services)

Phone: 1-833-750-4300
Register Online: Express-Scripts.com/rx
Mail Completed Forms: To obtain a copy of the form, please visit: Express-Scripts.com/rx

Website
Express-Scripts.com/rx

Express Scripts Help Desk (Available 24/7)
Phone: 1-833-750-4508

Prior Authorizations

Prior Authorization (PA) forms are available electronically through the CoverMyMeds platform. CoverMyMeds is an easy and efficient way to complete PA requests and submit clinical information for further review by Pharmacy Services. For more information about CoverMyMeds, please contact Pharmacy Services at 1-866-399-0928.

Durable Medical Equipment/Medical Supplies
Covered Durable Medical Equipment (DME)/Medical Supplies may be obtained through a Superior HealthPlan participating provider.

Superior DME PA Department
Phone: 1-800-218-7508, ext. 53227

Outpatient Medication Administration PA Requests

Phone: 1-866-768-7147
Fax: 1-866-683-5631

Ambetter PA Requests
Phone: 1-877-725-7749 (Option 3)
Fax: 1-800-977-4170

Medicaid/CHIP PA Requests

Phone: 1-866-768-7147
Fax: 1-833-423-2523

Pharmacy Services Peer-to-Peer
Phone: 1-866-768-7147

Peer-to-Peer (Behavioral Health Drugs Only)
Phone: 1-866-349-5794

Appeals

Wellcare By Allwell

Centene Corporation
Attn: Grievances & Appeals
Medicare Operations
7700 Forsyth Blvd.
Saint Louis, MO 63105

Phone: 1-877-935-8023

TTY: 711

Fax: 1-844-273-2671

Website:

Wellcare.SuperiorHealthPlan.com

Ambetter from Superior HealthPlan

Written Appeals

Centene Company of Texas
5900 E. Ben White Blvd.
Austin, TX 78741

Fax: 1-866-918-2266

Oral Appeals

Phone: 1-877-398-9461
TTY: 1-800-735-2989

Medicaid (STAR, STAR Health, STAR Kids, STAR+PLUS) and CHIP

Written Appeals

Centene Company of Texas
5900 E. Ben White Blvd.
Austin, TX 78741

Fax: 1-866-918-2266

Oral Appeals

Phone: 1-877-398-9461
TTY: 1-800-735-2989

Helpful Websites

- Prescription drug quantity limits are posted on Superior's Pharmacy Resources webpage: SuperiorHealthPlan.com/ProviderPharmacy
- The Texas Medicaid Formulary is available via the Texas VDP website. The formulary is regularly updated and posted by the VDP at www.txvendordrug.com.
- The Texas Medicaid Clinical Prior Authorization Criteria and clinical criteria for non-preferred medications is available via the Texas VDP website at <https://www.txvendordrug.com/formulary/prior-authorization>
 - However please utilize the following link for all clinical prior authorizations/edits implemented and utilized by Superior for our Medicaid Members SuperiorHealthPlan.com/ClinicalPriorAuth
- List of Drugs (Formulary) Ambetter from Superior HealthPlan: Ambetter.SuperiorHealthPlan.com/provider-resources/pharmacy.html

Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP)

Superior HealthPlan STAR+PLUS Medicare-Medicaid Plan (MMP) is a dual Medicare-Medicaid Plan. Superior is contracted with Express Scripts (ESI) as our Pharmacy Benefit Manager (PBM).

Our List of Drugs (Formulary) includes Medicare Part D drugs, and some Medicaid covered prescription and over-the-counter drugs and items. [MMP.SuperiorHealthPlan.com/Prescription-Drug-Part-D/Formulary](https://www.superiorhealthplan.com/Prescription-Drug-Part-D/Formulary).

- Certain Medications are available for up to a 100-day supply
- Covered Diabetes Meters and Testing Supplies: OneTouch®
- Continuous Glucose Monitoring (CGM)*: Dexcom G6, Dexcom G7, FreeStyle Libre 2, FreeStyle Libre 14 Day

*Please Note: All CGM monitoring systems require prior authorization.

Find a network pharmacy through our online find a provider tool:

[MMP.SuperiorHealthPlan.com/Benefits/Find-a-Doctor-or-Pharmacy](https://www.superiorhealthplan.com/Benefits/Find-a-Doctor-or-Pharmacy)

Drug and pharmacy program details: [MMP.SuperiorHealthPlan.com/Prescription-Drug-Part-D](https://www.superiorhealthplan.com/Prescription-Drug-Part-D)

Coverage Determination and Prior Authorization

[Coverage Determinations and Redeterminations for Drugs](#)
[Prior Authorization, Step Therapy and Quantity Limits](#)

Electronic Prior Authorization (ePA) is available through the [Cover My Meds](#) prior authorization portal. CoverMyMeds is an easy and efficient way to complete authorization requests and submit clinical information.

Medicare Part D Prescription Drugs

Superior HealthPlan STAR+PLUS MMP
Medicare Pharmacy Prior Authorization Dept.
P.O. Box 31397
Tampa, FL 33631-3397

Phone: 1-800-867-6564
Fax: 1-866-226-1093

Medicare Outpatient Authorization

Phone: 1-800-218-7508
FAX: 1-877-808-9368
[STAR+PLUS MMP PA Tool \(Outpatient & DME\)](#)
[Provider Portal](#)

Appeals

Medicare Part D Appeals

Superior HealthPlan STAR+PLUS MMP
Medicare Part D Appeals
P.O. Box 31383
Tampa, FL 33631-3383

Phone: 1-866-896-1844 (TTY: 711)
FAX: 1-866-388-1766

Website: MMP.SuperiorHealthPlan.com/Appeals-Grievances/Part-D-Appeals.html

Medicare Part C Appeals

Superior HealthPlan STAR+PLUS MMP
Appeals and Grievances - Medicare Operations
7700 Forsyth Blvd.
St. Louis, MO 63105

Phone: 1-866-896-1844 (TTY: 711)
FAX: 1-844-273-2671

Website: MMP.SuperiorHealthPlan.com/Appeals-Grievances/Part-C-Appeals.html

Contact Information

A full list of contact information is available online at: MMP.SuperiorHealthPlan.com/Contact-us.html.

- Provider Services 1-877-391-5921
- Express Scripts
 - Pharmacy Help Desk (Pharmacy/Providers) 1-833-750-0202
- Member Services 1-866-896-1844 (TTY: 711)

Superior HealthPlan STAR+PLUS MMP
Attn: MMP Member Services
1575 N. Resler Drive
El Paso, TX 79912

- Nurse Advice Line 1-866-896-1844 (TTY: 711)
- Behavioral Health 1-866-896-1844 (TTY: 711)
- Service Coordination 1-855-772-7075 (TTY: 711)

[Over-the-Counter Catalog - English \(PDF\)](#)

[Mail Order Service](#)

Phone: 1-833-750-0201 (TTY: 711)

Express Scripts® Pharmacy Member Services is open 24 hours a day, 7 days a week.

On-line: Express-Scripts.com/rx

Express Scripts Pharmacy Mail Order Form - To get a copy of the form, register or log in at Express-Scripts.com/rx. Go to the Benefit Menu, click Forms, and download the Home Delivery Order Form. Complete the form and mail it with your paper prescription to Express Scripts® Pharmacy.