

# Pharmacy FAQs

## ***What is a 'formulary' and how does it work?***

A formulary, also known as a drug list, is a list of medications that your plan covers depending on your benefits. This list could change throughout the year.

## ***How do I know if my medication is covered?***

First, log into your member portal. Select 'Benefits' and click on 'Find Drug Prices.' From there, you will be directed to a website where you can type in the name of your medication. The search result will give you a cost estimate for your drug.

Click Here for a Step by Step Video. [➔](#)

## ***How do I find an in-network pharmacy?***

First, log into your member portal. Select 'Benefits' and click on 'Find a Pharmacy.' From there, you will be directed to the MedOne portal. Enter your zip code in the search bar and hit 'Enter.' The search results will show in-network pharmacies within your search radius.

Click Here for a Step by Step Video. [➔](#)

## ***What is a prior authorization and does my medication require one?***

A prior authorization is a step that some insurance companies require to determine if your medication is covered. The list of drugs that need prior authorization depends on your benefit plan.

## ***What is step-therapy and how does it work?***

Some prescription medications, usually newer brand name drugs, are subject to step- therapy. This means you may have to start with a generic brand drug to treat your condition before you can "step up" to a newer drug.

## ***How do I set up my prescriptions for mail order delivery?***

Click the link below for step-by-step instructions on how to enroll in mail order delivery:


[Enroll Now](#)

[SimplePayHealth.com](https://SimplePayHealth.com)



Questions? Reach out to your SimplePay Health Valet:

 Mon-Fri  
8am-8pm central

 800-606-3564

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