

# Pharmacy FAQs

Get to know more about your pharmacy benefits.

## 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 may cover depending on your benefits. This list could change throughout the year.

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

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

## What is step therapy?

Step therapy encourages the use of lower-priced medications before “stepping up” to medications that cost more. While your physician may have prescribed a specific brand-name medication, there may be a cheaper, generic option that’s just as effective.

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

Use your Coupe member portal to search for your medication by name. From there you can view cost and coverage information for your drug.

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

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

[Enroll today](#)



### Questions?

#### Reach out to your Coupe Health Valet:

[healthvalet@coupehealth.com](mailto:healthvalet@coupehealth.com)

1-833-749-1969

Monday – Friday

8 a.m. – 8 p.m. Central