



CSP BROCHURE

Information on the Coordinated Service Program

Change Healthcare is the company that helps the Ohio Medicaid pharmacy program.

What is the Coordinated Service Program?

People who have Ohio Medicaid may be picked to be in the program. You must get your medicines from the same pharmacy every time. If you go to a different pharmacy, your medicine may not get filled.

What is the goal of this program?

The goal is to provide continued medical care in a healthy and safe manner.

How do I know which pharmacy to use?

The suggested pharmacy name is on your letter.

Can I change the pharmacy?

You may ask to change the pharmacy:

- if it is too far away from you
- if it closes
- if you move and you live too far away to visit the pharmacy
- if you get too sick and you can't get to the pharmacy anymore

What if I have an emergency and need medicine?

If you think you have an emergency, call 911 or go to the nearest emergency room.

If you need to get medicine and can't get to your pharmacy or it's closed, go to another pharmacy and they will call us to determine if it's an emergency.

How long will I be in the Program?

You will be in it for 2 years. After that you might be in it for another 2 years. If you don't agree, you may ask for a hearing.

If you have any questions, please call Change Healthcare at 1-877-518-1546 or visit <http://pharmacy.medicaid.ohio.gov/>