# **State of Minnesota MChoice/Maintenance Choice Benefit allows Filling at Other Network Pharmacies**

[State of Minnesota Background with Q&A](#_Toc140643166)

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**Description:** The State of Minnesota now allows the member to fill prescriptions at network pharmacies using the Maintenance Choice option.

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| **State of Minnesota Background with Q&A** |

We recently reached an agreement with the State of Minnesota related to our compliance with the requirement, which requires us to allow non-CVS pharmacies within the state of Minnesota to participate in the Maintenance Choice program. If other pharmacies decide to join the program, they would be required to accept our standard terms and conditions, which are inclusive of accepting mail reimbursement rates. If a pharmacy joins the network, members in Minnesota would have an expanded list of pharmacies to choose from to fill their 90-day prescriptions.

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| **Question/Statement** | **Answer/Response/Resolution** |
| **Will members be notified of this change?** | No, there are no proactive communications to members about the MN change. However, standard MChoice communications provide members with instruction to go to the Pharmacy Locator Tool online to find the closest in-network pharmacy. |
| **Which pharmacies are participating in the Maintenance Choice program?** | PeopleSafe users: Refer to [Retail Pharmacy Details and Locator (023842)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6c209183-6f8f-4e38-9647-7952ab652433).  Compass users: Refer to [Compass – Pharmacy Search and Details (057995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ede79ef0-e196-481c-9f1b-c4ea562d9025). Use the Programs field to filter Maintenance Choice Pharmacies in the Find a Pharmacy screen.  **Note:** If the member wants their prescriptions mailed to them, those must be filled at Caremark Mail Order pharmacy. |
| **How will the member be charged for the 90 days’ (Maintenance Choice) worth of prescriptions?** | They pay the mail rate if filled at an in-network pharmacy. |
| **How will this impact member’s utilizing Retail 90?** | Member can have Retail 90 or Maintenance Choice. Refer to the CIF for plan specific information. |
| **If I live in MN but getting refills outside of this state, will this change apply to me?** | This does not apply. |
| **If I live in MN or traveling to this state, could I go to a participating in-network retail pharmacy in this state to get my Maintenance Choice medication?** | Yes |
| **What is the rollout date?** | Effective Now |
| **If a retail pharmacy is part of a larger chain pharmacy, would this change apply to all states outside of Minnesota?** | No |
| **If a member goes to a pharmacy that shows as in-network however upon arrival it is determined that the pharmacy is no longer participating in the network, what will happen?** | The claim would reject, and the member could pay out of pocket or locate an in-network pharmacy to have their prescription filled. |

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| **Related Documents** |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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