



2525 N. 117th Avenue Suite 100
Omaha, NE 68164

10/1/2020

«MEMBER_NAME»
«Address1»
«Address2»
«City», «State» «ZipCode»

Dear «MEMBER_NAME»,

Nebraska Total Care pharmacy records show that you might be taking:

- DRUG NAME

Beginning December 1, 2020, this drug needs prior authorization. Contact your provider about this change as soon as you can. Your pharmacy can also help you. Do not wait until you are out of medication. We will not be able to cover the drug without the prior approval.

We have a list of the drugs that need prior authorization. We also have a list of preferred drugs. These lists are on our website. Go to NebraskaTotalCare.com or, you can call Member Services for help. The phone number is 1-844-385-2192, Nebraska Relay System 711. We answer calls Monday-Friday 7:00am – 8:00pm, central time.

Your provider can talk to you about drugs that don't need prior authorization. They can help you decide if you should try these drugs. If your provider thinks you should not change your medication, they can ask for prior authorization. If the request meets criteria, we will approve it. If it doesn't, we will cover a different drug that meets your needs.

Talk to your providers as soon as you can. Do not run out of medication. Providers can get information about the process on our website.

You will not lose drug coverage. We will work with your provider to make sure you have a drug that meets your needs.

Thank you,
Nebraska Total Care

1-844-385-2192
Nebraska Relay Service 711

NebraskaTotalCare.com