



Prescriber FAQ

Free Market Health: Specialty Pharmacy Program

What is Changing?

CareOregon is partnering with Free Market Health (FMH) and OptumRx to enhance the specialty pharmacy network for our Medicaid members.

This new specialty pharmacy program will launch on 08/01/2025.

What is Free Market Health (FMH)?

- FMH is a healthcare technology company that orchestrates and optimizes the specialty drug fulfillment process.
- FMH facilitates a match process that gets a specialty prescription to the in- network specialty pharmacy best suited to service that member.
- Prescribers can reach out to FMH to confirm a pharmacy or to check the status of a member's specialty referral:
 - Phone: 877-787-0520
 - Email: prescribers@freemarkethealth.com

Why is CareOregon making this change?

- Connect members to specialty pharmacies best suited to care for them.
- Reduce the risk of specialty drug abandonment for medication treatment requiring prior authorization.
- Streamlined referral process to manage select specialty prescriptions.
- Optimize quality, access, and cost.



How does this impact me or my patients?

- No changes to the prior authorization process. Once authorized by CareOregon, FMH will receive the referral and match it to a specialty pharmacy.
- FMH or the assigned pharmacy will coordinate with prescriber offices to obtain prescriptions.
- No changes to a member's medication brand, type, and quantity.
- Prescribers and members may notice a new specialty pharmacy dispensing medications. Pharmacy changes will be communicated to members directly.

How is pharmacy quality ensured?

- CareOregon leverages a network of specialty pharmacies that meet certain accreditation, performance, and capability requirements to service members' specialty pharmacy needs.

What specialty drugs are eligible for the program?

- A list of specialty medications included in the FMH program can be viewed online on the "Pharmacy Resources" webpage:
www.careoregon.org/providers/pharmacy-resources.

How will I know where to send the prescription?

- Once a specialty pharmacy is assigned, the following occurs:
 - The specialty pharmacy is supplied with the authorizing prescriber's information via fax, including:
 - Name
 - Address
 - Phone number
 - Fax number
 - National Provider Identifier (NPI).



- The prescriber office is notified via fax of the assigned specialty pharmacy, including:
 - Name
 - Address
 - Phone number
 - Fax number.
- The assigned specialty pharmacy coordinates with the authorizing prescriber to obtain the prescription.
- **Prescribers may contact FMH** to confirm the servicing pharmacy or check the status of a patient's specialty referral at:
 - **Phone:** 877-787-0520
 - **Email:** prescribers@freemarkethealth.com

What if my patient does not want to change their specialty pharmacy?

- We understand how important it is to feel comfortable with a pharmacy. The program prioritizes continuity of care and honors member preference if the pharmacy remains in network and can supply the specialty medication.

What if I have additional questions?

- Visit www.careoregon.org/providers/pharmacy-resources for more information on FMH and to view a list of specialty medications included in the FMH program.
- For health plan questions, contact CareOregon's provider customer service at 800-224-4840, option 3. Monday to Friday, 8 a.m to 5 p.m.