

HealthCheck “Other Services”

OTC Drug Coverage

ForwardHealth has clarified the processes for how members can get over-the-counter (OTC) drugs covered for children under the age of 21.



Over-the-Counter Drugs

ForwardHealth requires a prescription for OTC drugs with or without prior authorization (PA).

- ForwardHealth covers certain OTC drugs under the HealthCheck “Other Services” benefit.
- Pharmacy providers can review covered OTC drugs on the [ForwardHealth Portal Pharmacy](#) page under the “Over-the-Counter Drugs” header. Drug categories on this list have National Drug Codes (NDC) available for billing on a pharmacy claim without PA.



Drug Search Tool

Pharmacy providers and ForwardHealth members can use the [Drug Search Tool](#) (DST) for OTC coverage information and to find the specific NDC of products available for coverage without PA.



Prior Authorization

ForwardHealth requires PA for certain OTC drugs. If an OTC drug does not appear on the list of covered drugs in the DST, the pharmacy should submit a request to be reviewed for coverage under a HealthCheck “Other Services” PA. Here’s how it works:

- The pharmacy provider sends a HealthCheck “Other Services” PA request to the prescriber.
- The prescriber completes the information and sends the PA, medical records, and any additional documentation supporting medical necessity back to the pharmacy.
- The pharmacy completes the PA request form and submits the form and documentation to ForwardHealth.

Please note: A returned PA is not a denial. Pharmacy providers should review the PA response and provide the additional information requested to keep the PA request moving through the review process.



Billing Information

Providers can find billing information for OTC drugs approved under a HealthCheck "Other Services" PA on an approved PA request or under topic ([#23377](#)) of the Online Handbook.



Provider Resources

Providers can search by topic in the [Online Handbook](#). Providers can also contact Provider Services at 800-947-9627 for support.

For more information, pharmacy providers may refer to the specific Online Handbook topics below:

- Prior Authorization Request Form Completion Instructions for Prescribers for Drugs ([#7797](#))
- Prior Authorization/Drug Attachment ([#15937](#))
- HealthCheck "Other Services" ([#23377](#))

