PHARMACY & PRESCRIPTION DRUGS
Amerigroup pharmacy benefit pays for many prescription and over-the-counter (OTC) medicines. More than 50,000 pharmacies (drugstores) across the U.S. are part of the Amerigroup network. To view a list of network drugstores, use the Find a Doctor tool. We offer specialty pharmacy services for hard-to-find medicines which can be mailed to you or your provider’s office.

Preferred Drug List
Amerigroup has a list of drugs your provider can choose from. It is called a Preferred Drug List (PDL). It includes all medicines paid for by Medicaid.

Your provider may need to get approval from us for certain drugs. This is known as prior authorization (approval). Your provider will tell us why a specific drug is needed and how much is needed. Your provider must get approval from us before you can get your drug.

When there is a generic drug for your medicine, it will be covered. Generic drugs are the same as brand-name drugs as approved by the Food and Drug Administration (FDA). Getting brand-name drugs, when generics are available, will need prior authorization.

Getting your prescription filled is easy!
Show your prescription to one of our network drugstores. Or, your provider can call in the prescription to your local drugstore. You’ll also need to show the drugstore your Amerigroup ID card.

It’s good to use the same drugstore each time. This way your pharmacist will get to know you and the medicines you are taking. If you go to another drugstore, tell the pharmacist about all medicines you are taking.

Extra Over-the-Counter Benefits
Amerigroup offers members an extra OTC benefit.
- Statewide Medicaid Managed Care Managed Medical Assistance: up to $25 per month per household

Frequently Asked Questions
What pharmacies are in Amerigroup’s network?
There are many large and local drugstores in the Amerigroup network. Use the Find a Doctor tool. Or call Member Services at 1-800-600-4441 (TTY 711).
How do I transfer my prescriptions to a drugstore in the Amerigroup network?
All you need to do is:
- Call the nearest network drugstore and give the needed information to the pharmacist, or
- Bring your prescription container to the new drugstore and they will do the rest

How does my provider request prior authorization?
Your provider can ask for prior authorization on medicines by calling the Amerigroup Pharmacy department at 1-800-454-3730.

What happens if my medicines are lost or stolen?
If your medicines are lost or stolen, call your provider to approve an early refill of your medicine. The drugstore may have to get prior authorization (approval). Replacing lost or stolen medicines will be handled on a case-by-case basis.

What if I paid out of pocket for a medicine and want to be paid back?
If you had to pay for a medicine, submit a request for reimbursement. You’ll need to mail the completed Reimbursement Request Form along with any receipts to:

Amerigroup
Pharmacy Department
P.O. Box 62509
Virginia Beach, VA 23466-2509