

PHARMACY BENEFITS

FREQUENTLY ASKED QUESTIONS



HOW DO I GET MY PRESCRIPTIONS FILLED?

Take your prescription and member ID card to a pharmacy that accepts your insurance. We call this a network pharmacy since it has a contract with us. The pharmacy will check your benefits and tell you the amount you need to pay for the prescription.

HOW DO I FIND A NETWORK PHARMACY?

To find a pharmacy that participates with your health plan, go to the member home page. Click on the Choose Providers tab and then the Find a Pharmacy link.

HOW DO I KNOW WHICH DRUGS MY HEALTH PLAN COVERS?

Your health plan uses a formulary, which is the list of prescription drugs it covers. To find out if a drug is covered and how much it would cost you under your plan, log in to the member website. Select the Your Coverage tab and then the Drug Formulary (Covered Drugs) link.

WHAT IF I NEED MY PRESCRIPTION BEFORE I RECEIVE MY ID CARD?

If you do not have your ID card, you may have to pay full price at the pharmacy. To get your money back, you will need to complete a Prescription Drug Reimbursement Form. To download this form, click on Fill at the top of member home page. Next, select the Health & Benefits Information tab and then the Print Forms link.

HOW DO I GET ANOTHER ID CARD IF I CAN'T FIND MINE?

You can view, print or order your ID card on the member website. To get started click on ID at the top of the home page.

CAN I GET MY PRESCRIPTIONS THROUGH THE MAIL?

If you take a medication on an ongoing basis, you can take advantage of the mail order pharmacy Express Scripts®. You may save time and money. Express Scripts will send the medication right to your home. Standard shipping is free.

HOW DO I START USING EXPRESS SCRIPTS?

If you have not yet filled a prescription using your plan:

- Ask your doctor to write a prescription for up to a 90-day supply, plus refills for up to one year, if appropriate. Even if you have refills left with another mail order pharmacy, you may need a new prescription from your doctor.
- Complete the Pharmacy Mail Order Form and Health, Allergy & Medication Questionnaire. You can get these forms on the member website. Click on Fill at the top of the home page. Next, select the Health & Benefits Information tab and then the Print Forms link.
- Send the completed forms and your payment to the address listed on the mail order form.

If you have already filled a prescription using your plan:

- Click on Fill at the top of the member home page.
- Under the Prescriptions section, review the prescriptions you have filled at a pharmacy.
- Click on Transfer to Home Delivery for the prescription you want delivered by mail.

HOW DO I REFILL MY MAIL ORDER PRESCRIPTIONS?

To make sure you do not run out of your medication, please request your refill on the re-order date shown on the prescription bottle.

There are three ways to reorder your mail order prescriptions:

- Online – Click on Fill at the top of the member home page. This will take you to your “order center.”
- By Telephone – Call Express Scripts at 1-800-903-6228 to use the automated refill system. Have your member ID number and prescription numbers handy.
- By Mail – Use the Home Delivery Order Form and Prescription Refill Slip that came with your mail order prescription.

Continued on back...

WHEN CAN I GET MY PRESCRIPTIONS REFILLED?

Each plan states how much of a prescription needs to be used before it can be refilled. If you try to fill a prescription before the allowed date, the pharmacist will receive a "refill too soon" alert and will not be able to fill your prescription using your plan. To find out when a medication can be refilled, call Member Service at the number on your member ID card. If you get your medication through Express Scripts, the refill date will be on the prescription.

HOW CAN I GET REFILL REMINDERS?

- If you give Express Scripts your email address, you will get a reminder that your prescription is ready to refill. You can also see any prescriptions that are ready to be refilled each time you log in to the pharmacy website.
- Many pharmacies will send refill reminders if you provide your email address. Check with your pharmacy to see if this service is available to you.

WHAT SHOULD I DO IF I RUN OUT OF REFILLS?

You or the pharmacy will need to contact your doctor for a new prescription. Keep in mind, your doctor may want to see you. It may take several days before you get the prescription.

HOW CAN I GET MY PRESCRIPTION REFILLED EARLY WHEN I WILL BE OUT OF THE COUNTRY?

As soon as you know you will be going out of the country, please call Member Service for special instructions. It may take several weeks to process your request, so please be sure to let the Member Service representative know when you are leaving the country.

HOW DO I GET MY PRESCRIPTION REFILLED IF IT IS LOST OR STOLEN?

If your prescription is lost or stolen, you may be able to get an early refill. Call Member Service at the number on your member ID card for help. You will need a copy of the report from the fire department, police department or other agency.

Please note: The early refill authorization does not apply to events that can be controlled, such as spilling or losing the medicine.

WHY DOES THE COST OF A PRESCRIPTION CHANGE?

The cost of a prescription drug may change for a variety of reasons. It could be that a generic medication has become available for a brand-name medication. Marketplace changes related to supply or demand also affect pricing. You can check the latest price range of a medication by using your member website's Price a Medication feature.

WHAT IS A PRIOR AUTHORIZATION?

For certain medications, the health plan needs more information to decide if the medication will be covered under your benefits. The prior authorization is one way we can help you and your doctor find safe, appropriate drugs and keep costs down. Before you leave the doctor's office, ask your provider or the staff if your new prescription requires a prior authorization. It may save you time at the pharmacy.

If the pharmacist tells you that your medicine requires a prior authorization, contact the doctor who prescribed the medicine. Ask him or her to complete the Prescription Drug Medication Request form. This form can be found by clicking on the Your Coverage tab and then the Pharmacy Benefits link.

HOW DO I GET A PRESCRIPTION DRUG REIMBURSEMENT FORM?

You can download the form from the member website. Click on Fill at the top of the home page. Next, select the Health & Benefits Information tab and then the Print Forms link.

HOW DO I GET SPECIALTY MEDICATION?

A specialty medication is one that treats a rare, complex or chronic disease, such as rheumatoid arthritis, multiple sclerosis, cancer, and growth hormone deficiency. Our specialty provider is Walgreens® Specialty Pharmacy (not to be confused with Walgreens retail pharmacy). With Walgreens Specialty Pharmacy, you will have a care coordinator dedicated to your needs. To get started using Walgreens Specialty Pharmacy, call 1-888-347-3416.

HOW CAN I SAVE ON PRESCRIPTIONS?

Find generics or lower cost alternatives for brand-name drugs using My Rx Choices®. Be sure to discuss these options with your doctor. Click on Fill at the top of the home page. Next, select the Manage Prescriptions tab and then the Save with My Rx Choices link.

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