

# Pharmacy Benefits

## FREQUENTLY ASKED QUESTIONS

### Can I still use the same retail pharmacy I have always used?

Yes, you can continue to use the same local retail pharmacy to fill your prescription. Your EmpiRx Health pharmacy benefit program provides access to an extensive national pharmacy network, including major chains and most independent pharmacies. Please provide your combined medical history and pharmacy ID card to your retail pharmacy so they can process your prescriptions through EmpiRx Health.

### How much medication can I fill at retail? Through mail order?

Prescriptions filled at most retail pharmacies are limited to a 90-day supply. University of Nebraska System Pharmacies, CVS, Safeway Inc, Publix, Rite Aid, Costco Pharmacies, Walgreens, Albertsons, Giant Eagle, Stop and Shop and Walmart may allow up to a 90-day supply of medications at a time. You can also get up to a 90-day supply through the mail order pharmacy. Specialty medications are always limited to a 30-day supply.

### What is a specialty medication?

Specialty medications are medications that require special handling, personalized care, monitoring, or special delivery needs. These products require specialized clinical management, patient education and training, as well as specific packing, shipping, and handling requirements. Specialty medications include treatments used in disease states such as arthritis, hepatitis, multiple sclerosis, oncology, and other therapies where compliance plays a key factor in treatment goals and outcomes.

Certain specialty medications may be classified as limited distributed drugs and would be only available at specific pharmacies. If Prescription Mart is unable to dispense a limited distribution drug, the prescription is transferred to a limited distribution pharmacy. Patients will be notified when their prescription is transferred, and the limited distribution pharmacy will contact the patient to make final arrangements for shipment and delivery.

### What is a specialty consultation?

For every specialty medication we dispense (including limited distribution drugs), patients receive a one-on-one consultation with one of our experienced nurses or pharmacists. During the consultation, a clinician counsels the patient on appropriate administration, management of potential side effects, and proper dosing of their prescribed medication. EmpiRx Health's goal is to confirm the safety and effectiveness of prescriptions for our members. In the event a prescription is changed, we make the process seamless for you by working behind the scenes with your prescriber. You will always be notified by either your prescriber or EmpiRx Health in the event of a change.

### How do I use the mail order pharmacy?

Your prescriber can submit the prescription electronically to our mail order pharmacy Prescription Mart or by fax to Prescription Mart at 1-409-866-1317. Be sure the information includes patient name, cardholder name, ID number, shipping address, and patient date of birth. Only prescriptions from a doctor's office will be accepted via fax.

If you choose to submit your prescription by mail, complete the mail order form included with your Welcome Packet. Attach your prescription and submit them both in the pre-addressed envelope.

### How do I order refills of my prescription?

EmpiRx Health does not auto fill your prescriptions. When you're ready for a refill, you have three options:

- **Online:** Visit [myempirxhealth.com](https://myempirxhealth.com) or download the EmpiRx Health App from Google Play or the App Store and create your account. Select **Prescriptions**, locate the **Recent Prescription(s)** you want to refill, and select **Refill** to add to cart. Check out to complete the refill request.
- **Phone:** Live, toll-free Member Services is available to you 24/7/365 at **1-833-419-3436**. A Member Services Representative will assist you with your refill request. You will need your member ID number and credit card information.
- **Mail:** Send the Refill Request Order Form provided with your last shipment back to our mail order pharmacy in the pre-addressed envelope.

**EmpiRx Health does not automatically refill prescriptions.**

### How do I get refills on my prescription through mail order if there are no authorized refills remaining?

Contact your prescriber or EmpiRx Health Member Services when your prescription has expired. Member Services will contact the prescriber on your behalf to request a new prescription. Your prescriber will need to be willing to provide a new prescription without a recent office visit.

### What should I do if the pharmacist says my medication isn't covered by my plan?

The member, pharmacist, or prescriber should call Member Services at 1-833-419-3436.

### If my prescription changes, what would be the reasons?

As your pharmacy benefit manager, we are stewards of your healthcare in partnership with your prescriber, and we take that responsibility very seriously. Your health, safety, and well-being are our priority. We make sure you're getting the best medications for your health conditions at the most affordable price. There are times we need to consult with your prescriber to discuss your treatment plan and alternatives that may be more beneficial for you. This is a Clinical Review. Below are examples of why a Clinical Review and prescription change can occur.

**In every case, your prescriber has the final say in determining the best prescription for you.**

- Certain medications are limited to specific quantities due to current clinical guidelines or to promote safety and prevent overuse.
- A lower-cost clinically appropriate prescription is available for your condition that should be used and evaluated before the higher-cost prescription is provided.
- High-cost, high-risk medications require additional information from your prescriber or consultation to confirm appropriateness and safety. Your therapy may also need monitoring of your health condition and potential side effects.
- Certain medications including opioids, benzodiazepines, oncology, sleep aids, and contraceptives, begin with a starter dose for the first fill to ensure appropriate use, eliminate waste, and promote safety. This allows for monitoring of side effects and your health condition and/or avoids dependency.

### How can I save on my prescription drug costs?

You may be eligible for reduced out-of-pocket costs for select medications through EmpiRx Health's Copay Assistance Program. If you are on one of these medications, a representative from EmpiRx Health will call you to assist you through the manufacturer-specific application process. In addition to savings, you will receive personalized attention to help you manage your medical condition, including one-on-one counseling with a team of pharmacists and trained medical professionals with every refill.

### What is the Clinical Review process?

In many cases, EmpiRx Health will simply request information from the prescriber's office for our review to confirm the prescription meets current clinical guidelines for safe and effective use, or we may consult directly with the prescriber to discuss appropriate treatment. A Clinical Review can be opened by a member, the pharmacist at the pharmacy, or through your prescriber's office.

### Why is EmpiRx limiting the number of pills I can receive?

For some medications, this is a safety measure to ensure you receive the appropriate amount of a single drug. A review is performed at the pharmacy to confirm the prescription is within appropriate limits based on FDA-approved dosing. If the prescription exceeds approved limits, your prescriber can adjust the amount and resubmit the prescription to the pharmacy. Or you, your pharmacist, or your prescriber can open a Clinical Review.

### Why is my prescription being changed to a generic or other alternative?

In some cases, we've determined with your prescriber that a first-line or lower-cost medication is available prior to using a second-line or higher-cost prescription within the same category. The list of categories is developed by prescribers, pharmacists, and other experienced medical personnel. If one or more medications you are currently taking is affected by this protocol, you and your doctor will receive a letter with additional information.

As part of this clinical protocol, we always encourage members to try generics when they are available. This helps reduce plan costs, including lower copays for you and your dependents.

Your complete prescription history is not always shared between pharmacy benefit companies. We may not have all relevant information on file to know if you tried an alternative therapy prior to becoming an EmpiRx Health member.

EmpiRx Health clinicians work directly with your prescriber to gather additional information, including details of your previous experience with first-line alternatives. This information is extremely important for your health and safety. If your prescriber confirms your prior history with first-line alternatives and why they did not work, EmpiRx Health documents the information and the original prescription is dispensed. Our responsibility is to be a trusted clinical advisor on your behalf; however, **your prescriber always makes the final decision.**

### What happens if my prescriber cannot provide confirmation of the first-line alternative?

If written documentation cannot be provided, then a brief typed letter of medical necessity is requested. This letter can be used as attestation that you have already tried alternatives. In most cases, a 30-day trial of the alternative medication is sufficient. After the 30-day trial, if you or prescriber is not satisfied with the outcome, the original medication may be filled at the next refill.

### Why is my prescription limited to a short-day supply when our benefit allows up to a 90-day supply?

To ensure appropriate use of certain newly prescribed medications, eliminate waste, and promote safety, EmpiRx Health requires starter doses for certain medications:

#### Opioids

Opioids are pain medications such as oxycodone, hydrocodone, morphine, or methadone that have a high potential for abuse and addiction. The Opioid Starter Dose Program requires members to fill a 7-day supply before receiving a 30-day supply. EmpiRx Health will only cover prescriptions for opioid medications up to a maximum of a 30-day supply.

#### Oncology

Oncology medications are used to treat cancer. They can have many unpleasant side effects that may affect a patient's ability to take them. The Oncology Starter Dose Program requires patients to fill two 14-day supplies before receiving a 30-day supply. An EmpiRx Health pharmacist will call the patient shortly after treatment begins to discuss any side effects. Our pharmacist will work with the patient and the prescriber to adjust the dosage or consider an alternative medication.

#### Benzodiazepines

Benzodiazepines are anxiety medications that are prescribed frequently; however, these medications have a high potential for abuse and addiction. When these medications are taken with other medications, such as opioids, patients can have a greater chance of addiction. The Benzodiazepine Starter Dose Program requires members to fill two 14-day supplies before receiving a 30-day supply.

#### Sleep Aids

Sleep aids are medications that help patients have a good night's sleep. Although the directions for most of these medications say that they should be used for no more than 10 days, patients often become dependent on them to sleep. The Sleep Aid Starter Dose Program requires members to fill two 10-day supplies before they receive a 30-day supply.

#### Contraceptives

Many people who start taking a new oral contraceptive (birth control pill) will fill prescriptions for a 3-month supply only to switch to another product after a month due to side effects. This wastes money for your plan and can lead to higher costs for you. The Contraceptive Starter Dose Program requires members to fill one 28-day supply before receiving an 84-day supply. This program only affects oral medications that come in 28-day packaging.

### QUESTIONS

We're **always** available for you. If you have any questions or require additional information about your specific coverage, contact us toll-free at **1-833-419-3436**.

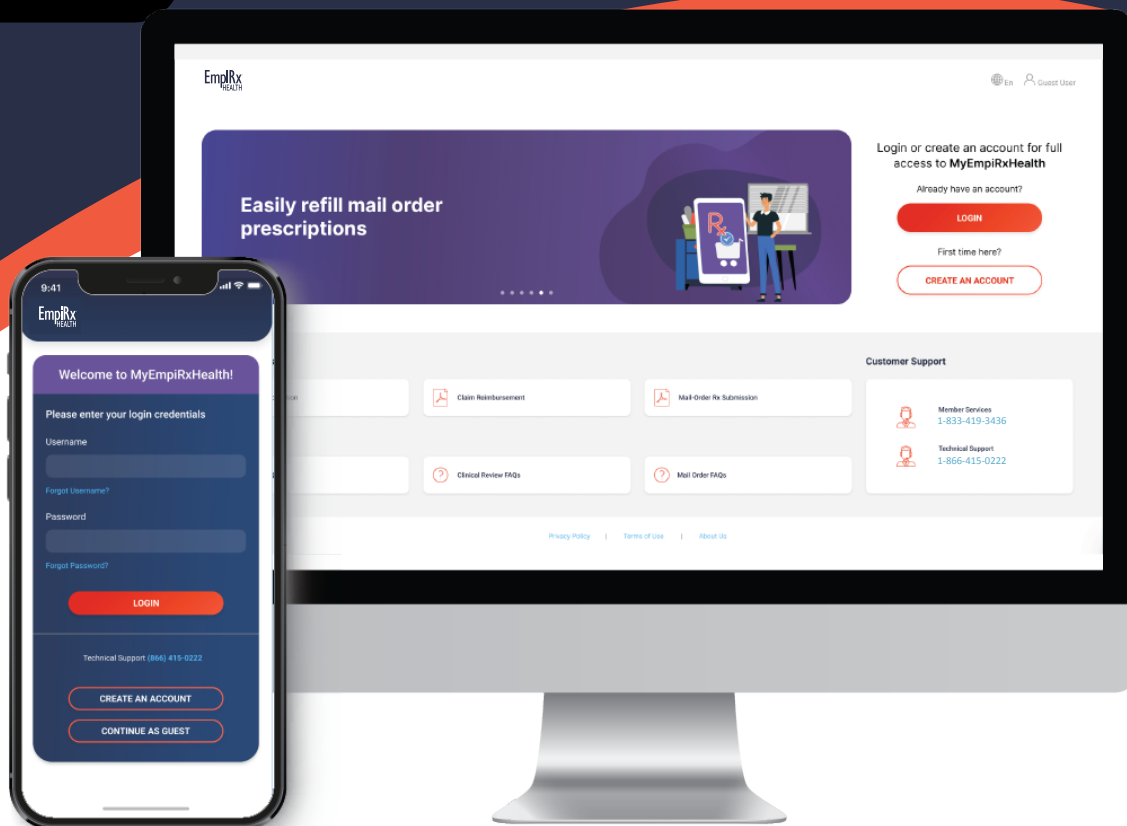
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Registration is easy. Please visit [myempirxhealth.com](https://myempirxhealth.com).



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