

Pharmacy Benefits

FREQUENTLY ASKED QUESTIONS

Where can I fill my prescription?

Your EmpiRx Health pharmacy benefit program provides access to an extensive national pharmacy network, including most major chains and independent pharmacies. Provide your pharmacy with your new ID card on 01/01/2023, so they can process your prescriptions through EmpiRx Health. You can use the member portal, EmpiRx Health App, or call Member Services to locate a participating pharmacy near you.

How many days' worth of medication can I fill at retail? Through mail order?

Up to a 90-day supply can be filled at retail pharmacy or our mail order pharmacy. Up to a 30-day supply of specialty medications (high-cost medications that require special handling and administration) can be filled at our mail order pharmacy.

How do I use the mail order pharmacy?

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

Your prescriber can submit the prescription electronically to our mail order pharmacy (BeneCard Central Fill) or by fax to BeneCard Central Fill at **1-888-907-0040**. Be sure your prescriber includes the patient's name, the cardholders name, ID number, shipping address, and the patient's date of birth. Only prescriptions from a doctor's office will be accepted via fax.

How do I order refills of my prescriptions?

When you're ready for a refill, you have three options:

- **Online:** Visit 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 **1-877-241-7123**. 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.

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

You can contact your prescriber or EmpiRx Health Member Services when your prescription has expired. Our Member Services will contact your 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 can call Member Services at **1-877-241-7123** to discuss the situation

If a Clinical Review determines my prescription needs to change what would be the reasons?

As your pharmacy benefit manager, we are stewards of your health care in partnership with your prescriber, and we take that responsibility very seriously. Your health, safety, and well-being are our priority. That's why 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 this 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.

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 the prescriber or EmpiRx Health in the event of any change.

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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.

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 **1-877-241-7123/TDD 1-888-907-0020**.