



Important Information About Your Prescription Benefits

Dear Employee:

Highmark Blue Shield is pleased to offer your prescription coverage through Medco. As you read below, you will see that Medco offers you attractive advantages. Your benefits with Highmark Blue Shield and Medco are effective _____.

The following information will provide answers to frequently asked questions:

1. Q: *When should I call the Medco Customer Service number?*

A: You may contact Medco directly at 1-800-903-6228 for the reasons stated below. ALL OTHER INQUIRIES may go directly to the Highmark Customer Service number printed on the back of your ID card. That number is 1-800-345-3806.

- Refill or renewal requests for medication
- Status of an order
- Billing question or concern
- Question on copay charge
- Question on Participating pharmacies
- Prescription information/questions or complaints

2. Q: *If the medication that I am currently taking requires a Prior Authorization, what do I need to do?*

A: If your physician prescribes a medication for you that requires prior authorization, the prior authorization form can be requested **by your Physician** by calling 1-800-600-2227, option 1. The physician will complete all of the information requested.

- The prescribing physician should submit a separate form for each drug that requires review.
- The physician should provide you with a copy to keep for your own records.
- The physician should mail the form to:

Highmark Blue Shield
Prescription Drug Program
P O Box 279
Pittsburgh, PA 15230

OR

The physician's office can fax the completed form to Highmark at 412-544-7546.

For expedited authorization requests, your physician should call 1-800-656-2485 to leave a message on the dedicated voice mail answering system.

3. Q: *What is the supply limit for my medications dispensed at a retail pharmacy?*

A: You may receive up to a 31-day supply of medication from any participating retail pharmacy. You may also receive a 60 or 90-day supply if indicated by your physician on the prescription. Both the 60-day and 90-day supply prescription will be charged the 60 day co-payment.

4. Q: How can I start using home delivery?

A: To get started using the Medco Health Home Delivery Pharmacy Service for medications that you take regularly, ask your physician to write a prescription for up to a 90-day supply plus refills for up to one year. Mail your prescription along with the enclosed "Medco Health Home Delivery Pharmacy Service Order Form", completed Health Questionnaire and requested co-payment in the envelope provided.

Or you may ask your physician to call 1-888-EASYRX1 (1-888-327-9791) for instructions on how to fax the prescription. Your physician must have your Member ID number (which is on your Highmark ID card) to fax with your prescription.

You can reorder refills through the website after registering on www.highmarkblueshield.com

5. Q: How do I refill my home delivery prescriptions once they are at Medco Health?

A: There are *three* methods of reordering your home delivery prescriptions:

Online - Go to www.highmarkblueshield.com. Enter your login information. Click on the 'Fill your Medco Rx' icon in the top, right-hand corner of the member page. You will be automatically connected to Medco's personalized 'order center.'" Click on 'Order Prescriptions' or click on 'Prescription History' to review your Rx information. From the order center, simply check the box next to the items you want to order and follow the on-screen instructions to check out.

By Telephone - Call Medco Customer Service at 1-800-903-6228 to use the automated refill system. Have your member ID number and your prescription numbers handy.

By Mail - Use the refill order form that will accompany your home delivery prescription order. Mail it with your co-payment to Medco Health Solutions in the provided return envelope.

Remember to reorder your medications at least 14 days before your medication runs out. Your refill reorder date is provided on your prescription bottle and on the refill slip that comes with every order. You can also check online at www.highmarkblueshield.com.

6. Q: Is there an additional charge for shipping and handling?

A: No. Medications are shipped at no cost to you. Overnight delivery is also available for an additional charge.

7. Q: How do I pay for my home delivery prescriptions?

A: You may pay by check, money order or credit card. If you prefer to use a credit card, you have the option of joining the automatic payment program by calling Medco Customer Service at 1-800-903-6228 or enroll online through www.highmarkblueshield.com.

8. Q: What if I forget to send my method of co-payment with my order or send too much co-payment?

A: On the first order, if the cost to you is under \$150 the order will be filled and you will be billed for your co-payment. If the cost to you is over \$150, the order will be stopped and you will be contacted for your method of payment. If you send too much co-payment, your account will be credited and the credit will be applied toward your next order.

9. Q: How soon will I receive my home delivery prescription, and how can I check the status of my order?

A: Orders are usually processed and mailed within 48 hours of receipt. Please allow 7-11 days from the day you mailed your prescription for normal mail delivery. To check on the status of your order, visit www.highmarkblueshield.com. Choose 'Order status' from the menu, or call Medco Member Services at 1-800-903-6228 and use the automated system.

10. Q: How do I order additional home delivery order forms?

A: Call Medco Member Services at 1-800-903-6228.

11. Q: How soon can I get a refill for my 90-day prescription drug when I re-order through Home Delivery?

A: You can order a refill of your home delivery prescription after 75% of the drug has been used. For example, if you take a medication once a day for 90 days, you can order a refill starting with day 68. Your Home Delivery receipt will indicate the earliest date that your prescription can be re-ordered.

12. Q: How do I find a participating Retail Pharmacy?

A: You may refer to our website, www.highmarkblueshield.com, to access the interactive pharmacy locator or call Medco Member Services at 1-800-903-6228. You will be asked for your Highmark Member ID number and the area where you want to find a pharmacy.

13. Q: *How do I know if my medication is covered or if there is a generic equivalent?*

A: You may find coverage, pricing detail, information about generics by visiting the website, www.highmarkblueshield.com. After you logon, you will be redirected to the Medco website. Choose 'Price a Medication' from the left menu to review prescription pricing and coverage information. You may also call Medco Member Services at 1-800-903-6228.

14. Q: *How do I use the Formulary?*

A: The Formulary is an extensive list of FDA-approved prescription drug medications selected by the Pharmacy and Therapeutics Committee. They select medications based on their quality, effectiveness and safety. You will pay a lower co-payment or coinsurance for brand name drugs that are on the formulary. To receive the greatest amount of savings from your prescription drug plan, we encourage you to remind your physician to prescribe medications that are on the formulary. You can also view the formulary or verify a drug's formulary status online at www.highmarkblueshield.com.

15. Q: *Who has access to my prescription information?*

A: Highmark and Medco Health have a strong commitment to your privacy. We have established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure, or use. In addition, Highmark and Medco Health do not sell individually identifiable information or lists of members and their covered dependents to outside companies for solicitation or marketing purposes.