

County of San Benito

Prescription Rx for the Anthem PPO Choice and Anthem Safety Plans

Frequently Asked Questions (FAQ): What You Need to Know

Beginning January 1, 2017, the County will transition health benefits from CalPERS to the EIAHealth Program. As part of this transition, small changes to the pharmacy coverage will occur. Below are some of the most commonly asked questions during a transition like this, which we hope will help make the transition easier for you and your family members.

Q: Who is the new Pharmacy Benefits Manager (PBM)?

A: The new PBM will be Express Scripts Inc. (ESI).

The Specialty Pharmacy will be Accredo Health who will work through Express Scripts to complete all specialty medication transactions.

Q: What is my pharmacy group number?

A: RX4EIAH

Q: Will I receive information about the new pharmacy benefits?

A: Yes, Express Scripts will send a welcome kit to all enrolled subscribers.

Q: Will I receive a new member ID card?

A: Yes you will get a new Anthem ID card for your medical benefits. You will receive a separate Express Scripts ID card for pharmacy benefits.

Note your Medical ID card will say “no pharmacy”, so you will need to use the Express Scripts ID card to access your pharmacy benefits.

If you do not receive your ID cards by the end of December please call Express Scripts at **877-554-3091**. To access information you will need your SSN and date of birth.

Tell them that you are with the County of San Benito and give them your group number (RX4EIAH).

Have them check your address to ensure your ID cards were mailed to the correct address. If they have an incorrect address please let ESI know what the address is so they can order you a new ID card. Please also circle back with the County to ensure the County also has the correct address.

If you are not enrolled in the system: please contact Businessolver who will work with both the carriers and the County to get your enrollment corrected.

Businessolver customer service: **844-427-5554**

If you are at the pharmacy without your ID card, the pharmacy can also access your information with your SSN, date of birth and the following group information:

Group number: RX4EIAH

Bin #: 610014

Q: Are there any differences in the formulary drug list between CVS Caremark and Express Scripts?

A: Yes, there are differences. The formulary drug list is the list of brand names that Express Scripts has preferred pricing for, which provides a lower cost share for you as a member. Each plan has a Generic, Preferred Brand and a Non-Preferred brand co-pay structure. The generic named drugs are lowest in cost, preferred brand name “ESI formulary” is a little higher co-pay, and the highest co-pay will be applied to the Non-preferred “ESI’s non-formulary” brand name drugs.

If a drug is considered “non-formulary” the drug is still covered but it will be the highest co-pay listed.

Excluded Drugs: An excluded drug is a certain brand name drug that is not covered under the plan. Currently there are certain brand named drugs that CVS excludes – the same is true for Express Scripts. If you are taking a brand name drug that will be “Excluded” – these drugs will be the highest out of pocket cost as you will be responsible for 100% of the cost. Please see the “Excluded” drug list for a list of alternative brand name drugs to take.

If you are taking any of these medications, please ask your doctor to consider writing you a new prescription for one of the alternative brand names on the list. If you have already tried all the alternatives, your doctor can work with Express Scripts to determine next steps to ensure member care is not hindered.

Non-formulary drugs and Excluded drugs are not a change in practice, as CVS Caremark and CalPERS also have a list of non-formulary and excluded drugs, however the list of the brand drug names may differ.

If a brand name drug you are taking is not included in the preferred formulary list, there are other like brand name medications in the same therapeutic class, e.g. anti-depressants, blood pressure, etc, that will be covered under the formulary to ensure members are receiving the care they need.

Q: Are my plan’s pharmacy copayments changing?

A: No, copayments will remain unchanged. However, due to formulary changes, some drug coverage and cost share may be different, which could impact your out-of-pocket cost.

Q: Why would my medication co-pay change?

A: There are a variety of reasons. Provided below are some of the situations you may find yourself in. We have included what to do in each scenario.

- Brand of medication is not a on the ESI preferred brand name drug list, resulting in a higher co-pay.
 - Ask your doctor to prescribe you a brand name that is on the ESI preferred brand name drug list. (If you have your ID card and have registered on-line – download your mobile app. Then while you are at the Doctor’s office you can work with your doctor to find out which drugs are covered.)
- Brand of medication is on an Exclusion’s list, resulting in the drug not being covered requiring you to pay the full cost of the drug.
 - Double check the Exclusions Drug list provided by your employer group to identify alternatives and take it with you to your doctor’s office if a drug you are taking is on that list.
 - Ask your doctor to prescribe you a brand name that is on the ESI preferred brand name drug list. (If you have your ID card and have registered on-line – download your mobile app. Then while you are at the Doctor’s office you can work with your doctor to find out which drugs are covered.)Medications may be covered in certain quantities
- You are at the CVS pharmacy trying to get a 90 day supply and they only give you a 30 day supply.
 - Express Scripts Mail Order or Walgreens is now the only place you can receive a 90-day supply. Please go to a Walgreens near you or submit your request through Express Scripts Mail order and request your 90-day supply. CVS pharmacies will no longer dispense a 90-day supply
- You are at a retail store (other than Walgreens) and you are taking a maintenance medication. You are about to request a 3rd fill of this medication. The co-pay will double as your plan requires you to go through mail order or switch to the preferred pharmacy (Walgreens) to pick up a 90-day supply. (this is how the plan works today as well)

Q: Will some medications be subject to prior authorization or other coverage Management protocols.

A: Coverage management programs under CVS Caremark will be reviewed and like programs will be set in place under Express Scripts, but will not begin until July 1, 2017. Communications will be sent 60 days prior to July 1 advising members on next steps. Only members taking scripts under the management protocols will receive a letter.

Q: How will I know if the medication I am currently taking will be covered?

A: The formulary will be mailed out in welcome kits to enrolled members in December. When you receive your welcome kit be sure to register on-line and download the Express Scripts mobile app. This will help you tremendously while you are at your doctor’s office discussing the transition and for any future changes in medication.

It will also be available for viewing online on the County’s website. After January 1, 2017, you can review the formulary or list of covered medications online at www.express-scripts.com or on the mobile app. Please note you will need to register first to access this information via the website or mobile app.

Q: Can I continue to use the same pharmacy?

A: The major retail chains that you may be accustomed to using are available through ESI. If you use a small privately owned pharmacy the County has retained the pharmacy listing of all stores in the area. Please visit the County website or contact Human Resources for a copy of this listing.

Q: How do I fill a prescription at a retail pharmacy?

A: Effective January 1, 2017, locate a network pharmacy and present your Express Scripts member ID card at the pharmacy counter. Your Anthem ID card will not work at the pharmacy.

Q: I will need a prescription refill in January 2017. What should I do?

A: It is recommended to request any prescription refills that are upcoming in December 2016 to ensure you have your medications readily available when you need them. Although we don't expect to have any issues with your receiving your medications, it is a precaution we advise all on members to take if they are taking maintenance medications.

Q: Where can I get a 90-day supply of my medication?

A: All Choice PPO members can order a 90-day supply through ESI home delivery or through the Walgreens pharmacy. Members will no longer have access to a 90-day supply at CVS beginning January 1, 2017.

A 90-day supply is not available at retail pharmacies for members enrolled in the Safety PPO plan. Members can receive a 90-day supply of medication through home delivery only.

Q: Is my mail order/home delivery pharmacy changing?

A: Yes. After December 31, 2016, ESI will provide your home delivery service.

For Specialty medications, Express Scripts will work with Accredo Health to provide you with these special handled medications. (Specialty Medications are disease specific drugs like cancer medications, Cystic Fibrosis medications, etc.) Most members do not take specialty drugs so if you are not sure if you are taking a specialty drug, you probably are not. If you have more questions about a drug, after you have received your ID card please call Express Scripts customer service and they will help guide you through. Their number is **877-554-3091**

Q: What are the advantages of using home delivery?

A: Many members will find ESI home delivery to be a convenient, cost-effective, and safe option for medications they take regularly.

- Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy.
- You will receive up to a 90-day supply, which may save you money on copays.
- You can request that your doctor prescribe 3 refills with the written script so you will only need a new script written once per year.
- Pharmacists are available by phone 24 hours a day, 7 days a week, to answer questions.

- You can set up automatic reminders to help you remember when to take your medication and refill your prescription.
- You can also set up auto re-fills to be delivered to your home.

Q: Once I place a mail order/home delivery order, how quickly will I get my medication?

A: Each medication is handled differently and may require further review before dispensing. When speaking with ESI please feel free to ask them this question and see if they can foresee any delay in getting your medication to you.

Q: I currently use mail order/home delivery. How can I make sure I don't run out of medication during the transition?

A: It is recommended you place a refill order in December 2016. Please ensure you see your doctor before the end of December to obtain a new script and have him send it in to Express Scripts or contact Express Scripts to submit it yourself.

Q: Will I have to get a new mail order prescription from my doctor to send to Express Scripts?

A: Yes. Prior to January 1, 2017, it is recommended to refill your mail order prescription to ensure your medication is readily available. After January 1, you will need to speak with your doctor about your current medications to ensure they are on the formulary and obtain a new mail order prescription and submit it to ESI.

Q: I currently take specialty medication through a specialty pharmacy. Do I need to take any action?

A: Yes you will need to obtain a new prescription from your doctor and have them submit it to Express Scripts. Express Scripts will work with Accredo Health to complete the order.