



Welcome to RxBenefits!

September 2024



Agenda



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Plan Coverage Details

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Welcome to the RxBenefits Family!

Your employer has recently selected **Express Scripts** and **RxBenefits** to administer and service your pharmacy benefits coverage for the upcoming plan year.

Function	RxBenefits
Role	We are your Pharmacy Benefits Optimizer. We have partnered with Express Scripts (ESI) to bring you greater discounts, better access, and improved member services.
Services	Our Member Services Representatives have access to the same system utilized by Express Scripts (ESI).

Your benefits are still being provided by Express Scripts, but **RxBenefits** administers the services for a more personal approach. You should contact **RxBenefits** at **800.334.8134** with any pharmacy-related questions.

How Can We Help?

You have access to our **Member Services Team**, available Monday through Friday, 7:00 a.m. – 8:00 p.m. Central, at **800.334.8134**. Our knowledgeable representatives can assist you with pharmacy-related questions such as:

Is my drug covered?
What will it cost?

Is my pharmacy
in the network?

Can you help
transition my mail
order scripts?

Can you assist me with
benefits questions?

Are there lower cost
alternatives?



Effective 01/01/2025, your pharmacy coverage will begin with Express Scripts, administered by **RxBenefits**

As part of your pharmacy benefits plan, you will receive:

- Friendly, high-touch service from RxBenefits' professional Member Services Team
- Commitment to issue resolution

Access to My RxBenefits

- View pharmacy benefits coverage
- Download and email ID cards
- View 18 months of pharmacy claims (including claims for eligible dependents)
- Establish and manage communications preferences
- Access to online PA status

Access to Express-Scripts.com

- Review medication tiers, drug pricing, local pharmacies, plan details, and ways to maximize benefits
- New Members will need to make an account

For Questions or Concerns

Members can contact
RxBenefits Member Services
800.334.8134
Monday through Friday
7:00 a.m. – 8:00 p.m. Central
customer@rxbenefits.com

There are more than **63,000 pharmacies** in the Express Scripts network, including most national chains and many independent stores



New Pharmacy ID Card

- Your new ID cards will be delivered to your home address by your medical vendor.
- Please make sure you show this new ID card to your pharmacy on or after 01/01/2025.
- **RxBenefits Member Services'** phone number is printed on the back of the card.

RXBIN: 610014
RXGRP: RXB****

- Use first 7 characters of Paid contract number (found on SOLD email)
- Example: Paid Contract: RXBNORTH
→ RXGRP: RXBNORT

RX Customer Service:
1-800-334-8134
Pharmacy Help Desk:
1-800-922-1557

express-scripts.com

Plan Coverage Details



Plan	Deductible	Maximum Out of Pocket	Copays
PPO Plan	<ul style="list-style-type: none"> \$150 individual/family (<i>non-embedded</i>) <p>Applies to tier 2-4 meds only. There is no deductible for generic drugs.</p>	<ul style="list-style-type: none"> \$3,250 individual \$6,500 family (<i>embedded</i>) 	<ul style="list-style-type: none"> \$10/30/50 retail 1-30 days supply \$25/75/125 retail 31-90 days supply \$25/75/125 mail 1-90 days supply 30% with a \$150 maximum - specialty
Non-HDHP RBP Plan	<ul style="list-style-type: none"> \$150 individual/family (<i>non-embedded</i>) <p>Applies to tier 2-4 meds only. There is no deductible for generic drugs.</p>	<ul style="list-style-type: none"> \$3,250 individual \$6,500 family (<i>embedded</i>) 	<ul style="list-style-type: none"> \$10/30/50 retail 1-30 days supply \$25/75/125 retail 31-90 days supply \$25/75/125 mail 1-90 days supply 30% with a \$150 maximum - specialty
HDHP Cigna	<ul style="list-style-type: none"> \$3,000 individual \$6,000 family \$3,300 individual within family (<i>embedded + integrated</i>) 	<ul style="list-style-type: none"> \$7,100 individual \$14,200 family (<i>embedded + integrated</i>) 	<ul style="list-style-type: none"> 20% generic, preferred, non-preferred at retail, mail, and specialty \$0 copay for preventative medications
HDHP RBP Plan	<ul style="list-style-type: none"> \$3,000 individual \$6,000 family \$300 individual within family (<i>embedded + integrated</i>) 	<ul style="list-style-type: none"> \$7,100 individual \$14,200 individual (<i>embedded + integrated</i>) 	<ul style="list-style-type: none"> 20% generic, preferred, non-preferred at retail, mail, and specialty \$0 copay for preventative medications

- All Plans include an \$80,000 lifetime benefit cap for fertility medications combined with medical.
- Some medications could require a prior authorization or have a limited quantity. If you have an existing authorization in place, you will not need to get a new authorization.
- Drugs that fall under the Affordable Care Act are covered at 100%.
- Weight-loss medications are covered under the pharmacy benefits with a prior authorization.
- GLP-1 medications (*Bydureon, Bcise, Byetta, Mounjaro, Ozempic, Rybelsus, Trulicity, Victoza*) used to treat type-2 diabetes will require a prior authorization.



Specialty medications include prescribed drugs that:

- Are generally high in cost, complexity, or touch
- Treat complex, chronic conditions such as cancer, rheumatoid arthritis, and multiple sclerosis
- Require frequent dosing adjustments or intensive clinical monitoring
- Limited distribution
- Require **Special** handling

Specialty medications are covered when purchased through Express Scripts' Specialty Pharmacy, known as Accredo

- Accredo can be contacted at **800.922.8279**. Members can also contact the RxBenefits Member Services team for assistance at **800.334.8134**

accredo[®]



- Enrolled members pay \$0.00 for targeted medications.
- Members who do not enroll will pay a 30% coinsurance for targeted medications.
- Plan specific specialty cost share applies to specialty medications not targeted by SaveOnSP (SOSP).
- Prescriptions filled through SOSP DO NOT accumulate towards the member deductible or maximum out of pocket.

PAY \$0 FOR SELECT SPECIALTY MEDICATIONS

Participate in the SaveOnSP program



Specialty medications can cost a lot of money. That's why your plan offers a program called SaveOnSP, to lower your out-of-pocket costs to \$0.

Participate in SaveOnSP and save.

Over 300 specialty medications are eligible for the SaveOnSP program.¹ If you're filling an eligible medication, a representative from SaveOnSP will contact you to discuss the program.

You'll pay \$0 for your medication when you participate in SaveOnSP. If you choose not to participate, you'll pay a higher cost share when you fill your medication.

Conditions covered by SaveOnSP include, but are not limited to:

- Hepatitis C
- Multiple Sclerosis
- Psoriasis
- Inflammatory Bowel Disease
- Rheumatoid Arthritis
- Cancer



Here's an example of how it works.²

John's taking a specialty medication that's eligible for the SaveOnSP program. His copay is currently \$70. His new cost share will be \$1,150.

- **When he participates in SaveOnSP, he won't pay anything (\$0) out-of-pocket.** He will work with SaveOnSP to enroll with the applicable manufacturer copay assistance program.
- **If he decides not to participate in SaveOnSP, he'll pay his full cost share of \$1,150 out-of-pocket.**

In both of these examples, John's cost share wouldn't count toward his deductible or out-of-pocket maximum.



- AmWINS Rx Patient Assistance Program provides funding sources for select high-cost medications.
- Members will be contacted by AmWINS and enrolled in PAP.
- If alternative funding is secured, the member will receive medication from the manufacturer instead of Accredo.
- If alternative funding is declined, the member will continue to fill their medication(s) through Accredo.

Announcement:

Amwins Assist Patient Assistance Program is now available.

We are excited to announce that your health plan is offering an additional service to members enrolled in the prescription drug benefit. Members will have access to Amwins Assist Patient Assistance Program. It is a cost-saving program that will save members money on covered prescriptions. The program utilizes manufacturer's Patient Assistance Program to help supply select medications at **no cost to you. Yes, even copays could be waived!**

Here's how it works:

Most brand medications have manufacturer assistance available. The Amwins Assist Program Coordinators will see if you are on a prescription medication that may qualify for assistance. If so, they will work with you and your doctor to complete the necessary manufacturer forms for program enrollment.

Not everyone may qualify for all programs; certain limitations and restrictions could apply. When approved, the Program Coordinator will help ensure you receive your medications at the lowest cost.

Program enrollment:

If you are on a program-eligible medication, an Amwins Assist Program Coordinator will contact you directly to discuss savings opportunities.



When your doctor prescribes certain medications, your pharmacist may tell you it requires PA. That means we need information to make sure the medication will work well for your condition, and that it's covered by your pharmacy benefit. Your doctor has access to the required information to complete the PA.

If your medication requires a PA, the pharmacist will see a message in their system at the point of sale.

**PA REQ MD-
RXB.PROMPTPA.COM or
CALL 888-608-8851**

Start the PA Process

Your doctor's office will need to initiate a medication PA review.

The pharmacy may contact your doctor to deliver the claim's PA messaging, or you can contact your RxBenefits' Member Services Team to request an outreach.

Typical reviews take 24-72 hours, depending on the information sent and responsiveness of the physician's office



PAs are managed by the RxBenefits PA Review Team. Here is how to submit a PA:

Method 1

Utilize the online portal at RxB.PromptPA.com

Initiate a review, complete the drug-specific question set and submit chart notes electronically, and check the coverage determination within the portal.



Method 2

Utilize the attached PA form and fax to 888.610.1180 or email to PA_Support@RxBenefits.com

For most PAs, the standard turnaround time is 1 - 3 business days. If for some reason, you need an expedited review, please contact the PART team.



Prior Authorizations are designed to ensure that certain prescription drugs are used for appropriate medical purposes as approved by the FDA (Food and Drug Administration). This helps to make sure that your medications are safe, effective, and more affordable.



You can have a 90-day supply of prescription maintenance medication sent directly to your home or office by the Express Scripts Home Delivery. You also have the option to obtain a 90-day maintenance medication at your local Express Scripts Pharmacy.

Savings

- Lower copay for 90-day supply than three 30-day supply.

Convenience

- Delivered directly to you.
- Hassle-free switch: call RxB Member Services team to assist.
- One time sign-up.
- Automatic refill options.

Safety

- Reviewed by pharmacists to ensure order is accurate. Medications arrive in private, tamper-resistant and temperature-controlled packaging.
- Promotes better health and adherence.

Your doctor can CALL
the Express Scripts
Home Delivery at

1-877-834-4441

to submit your 90-day
prescription or
FAX it to

1-800-837-0959



Registering with Express Scripts

Online access to savings and convenience

Manage your medicines anywhere, any time with [express-scripts.com](https://www.express-scripts.com) and the Express Scripts® mobile app

Register now so you can experience:

- **More savings.**
Compare prices of medicines at multiple pharmacies. Get free standard shipping¹ from the Express Scripts PharmacySM.
- **More convenience.**
Get up to 90-day supplies of your long-term medicine sent to your home. Order refills, check order status, and track shipments. Print forms and ID cards, if needed.
- **More confidence.**
Talk with a pharmacist from the privacy of your home any time, from anywhere. Find the latest information on your medicine, including possible side effects and interactions.
- **More flexibility.**
Download the Express Scripts mobile app to manage your medicines, find nearby pharmacies and get directions, and use your virtual ID card while on the go.

Get Started Today!

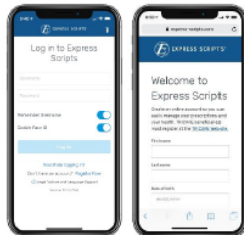
Registering is safe and simple. Your information is secure and confidential. Please have your member ID number or SSN available.

- Go to [express-scripts.com](https://www.express-scripts.com) and select Register, or download the Express Scripts mobile app for free from your mobile device's app store and select Register.
- Complete the information requested, including personal information and member ID number or Social Security number (SSN). Create your username and password, along with security information in case you ever forget your password.
- Click Register now and you're registered.
- To set preferences,² select communication Preferences from the menu under Account, then scroll to communication and Viewing Preferences. Click Edit preferences. Preferences can only be selected via the member website.

Members who have touch or facial ID authentication on their mobile devices can enable it to log in to their Express Scripts account on the mobile app, if desired.

¹ Standard shipping costs are included as part of your prescription plan benefit.
² Preferences include the option to share your prescription information with other adult members of your household (aged 18+) covered under your prescription drug plan.
 • All covered adults (aged 18+) in the household need to register separately.
 • When you grant permission to share your prescription information with other registered household members, they can view your information, place orders on your behalf and more.

The Express Scripts mobile app is available for iPhone®, iPad®, and Android™ mobile devices.



Getting Started with Home Delivery from the Express Scripts PharmacySM

Online access to savings and convenience

Whether you are viewing the member website or using the Express Scripts® mobile app,¹ you can easily manage your home delivery prescriptions:

- Check order status
- Refill and renew prescriptions
- Check prices and coverage
- Find convenient pharmacies
- View your Rx claims and balances
- Pay your balance using a variety of payment options
- View our therapeutic resource centers for information
- And much more

To access the member website ...

Log in to [express-scripts.com](https://www.express-scripts.com) (Register if it is your first visit. Just have your member ID or SSN handy.)

If you have a **NEW prescription** ...

Get started by contacting your doctor to request a 90-day prescription that he or she can e-prescribe directly to Express Scripts

Or print a form by selecting "Forms & Cards" from the menu under "Benefits." Print a mail order form and follow the mailing instructions.

Or call us and we'll contact your doctor for you.

Please allow 10 to 14 days for your first prescription order to be shipped.

If you already have a prescription ...

Check Order Status online or using our app to view details and track shipping.

Transfer retail prescriptions to home delivery. Just click **Add to Cart** for eligible prescriptions and check out.

We'll transfer your provider on your behalf and take care of the rest. Check **Order Status** to track your order.



Refill and Renew Prescriptions for yourself and your family while online or while using our app. Just click **Add to Cart** for eligible prescriptions and check out. We'll contact your provider on your behalf, if renewals are included, and take care of the rest.

¹ You can search for "Express Scripts" in your app store and download it for free. Then register, if first visit, or log in.
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My  RxBenefits[®]

The New
Member Portal
Experience -
DEMO





Quick, easy access to robust information related to your pharmacy benefits. Available anytime, anywhere from any device.



Establish and manage communications preferences

View, download and email ID cards for all covered members

View 18 months of pharmacy claims (including claims for eligible dependents)

View pharmacy benefits coverage information

My RxBenefits provides members online information about the status of their Prior Authorizations (PA), one of the top reasons they call into customer service

The screenshot shows the My RxBenefits dashboard for Sharon Martin. It includes a navigation bar with 'Dashboard', 'Claims', and 'Prior Authorizations'. The member's name 'Sharon' is prominently displayed. Below the name, there are fields for PBM Partner, Member ID, Group, Plan Name, Coverage Details, and RxClaim. A 'Prescription Card' section contains fields for RxBIN, RxPCN, RxGRP, Issuer, ID, and Name. A 'Helpful Contacts' section lists Pharmacy Help Desk, RX Customer Service, PBM website, and RX Claims address. A 'Member Resources' section is also present. The main content area features a 'Prior Authorizations' table with columns for Prescription, Requested Date, Insured Member, and Status. Below this is a 'Claims' table with columns for Prescription, Fill Date, Insured Member, and Plan Paid.

Prescription	Requested Date	Insured Member	Status
OXYBUTYRIN 10mg capsule Dr. Darryl Donaldson ID: 67574745 Type: Initial	06/09/2023	Abigail Martin	Approved On 11/20/23 08:15:20Z
LISINOPRIN 20mg capsule Dr. Darryl Donaldson ID: 67574746 Type: Initial	06/07/2023	Abigail Martin	Filed by alternative prescription alone
ALBUTEROL Dr. Darryl Donaldson ID: 67574745 Type: Initial	01/07/2021	Sharon Martin	Denied On 11/20/23 11:34:32 AM
GABAPENTIN 300mg capsule Dr. Darryl Donaldson ID: 67574744 Type: Initial	01/06/2021	Sharon Martin	Cancelled On 11/20/23 11:34:32 AM
METFORMIN 500mg capsule Dr. Darryl Donaldson ID: 67574748 Type: Initial	01/06/2023	Jonathan Martin	Partially Approved On 11/20/23 06:15:00Z

Prescription	Fill Date	Insured Member	Plan Paid
OXYBUTYRIN 10mg (10 capsules)	08/04/2023	Jonathan Martin	\$400.00
LISINOPRIN 20mg (30 tablets)	07/09/2023	Sharon Martin	175.00
ALBUTEROL 90mcg (110 inhaler (8.5g))	02/08/2023	Abigail Martin	\$300.00
GABAPENTIN 300mg (60 capsules)	07/04/2023	Abigail Martin	\$25.00
METFORMIN 500mg (60 tablets)	10/18/2022	Sharon Martin	\$25.00

Access to **online PA status**, including explanations of determinations and the ability to view 18 months of prior authorization activity



Receive timely communication and personalized updates for **alternative medication therapies** related to anti-inflammatory and dermatological conditions

My RxBenefits can provide piece-of-mind and up-to-date information for members awaiting decisions on PAs



Q: Are my drugs covered?

A: You can access a copy of the most current Preferred Drug List at www.Express-Scripts.com or by contacting RxBenefits Member Services at **800.334.8134**. Formularies change, so your medications may not be in the same tier level as last year, so please review the preferred drug list since it may provide lower cost alternatives for your medications. Also, discussing generics with your physician could save you money.

Q: If my coverage is with Express Scripts, why do I need to call RxBenefits?

A: Your benefits are being provided by Express Scripts, but RxBenefits administers the services for a more personal approach. You should contact RxBenefits for any pharmacy-related questions.

Q: What happens if my questions require contact with Express Scripts?

A: RxBenefits Member Services reps have access to the Express Scripts systems. If RxBenefits needs to contact Express Scripts to resolve an issue, they will stay on the line, explain the issue, and continue to monitor your problem until it is resolved.

For Questions or Concerns

Members can contact
RxBenefits Member Services

800.334.8134

Monday through Friday
7:00 a.m. – 8:00 p.m. Central
customer care@rxbenefits.com

Questions

Contact Rx Benefits Member Services

- 800.334.8134
- customercare@rxbenefits.com

RxBenefits Member Services is available Monday through Friday, 7:00 a.m. – 8:00 p.m. Central.

On weekends, holidays, and after-hours, members are given the option to speak with an Express Scripts representative or leave a message for us to return their call.