

CHEMUNG COUNTY INSURANCE DEPARTMENT

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2022 PRESCRIPTION DRUG PLAN

☒ **REVIEW THE EXCELLUS 3-TIER FORMULARY.** The current version is available on the Excellus web site www.excellusbcb.com. The Excellus 3-Tier Formulary has a key that will help you determine if your medication is included in any of the Excellus programs. If you have questions about your medication and these programs, contact the Excellus customer care number on your ID card.

☒ **ALWAYS DISCUSS THE EXCELLUS 3-TIER FORMULARY WITH THE DOCTOR'S OFFICE** to determine if there are any generic or alternative brand medications that may be right for you in Tier 1 or 2 to help save you money. Check the key on the 3-tier list when talking with your doctor about prescriptions to see if the medication you are being prescribed is included in any of the Excellus programs that may require the doctor to contact Excellus, such as prior authorization.

☒ **MAIL ORDER** most groups have mandatory mail order benefit to fill your maintenance medications. The use of Mail Order helps to control future plan costs. The following information is provided to assist you regarding the mail order benefit.

✓ **CHECK THE MAINTENANCE MEDICATION LIST**

Members that are in a group with the mandatory mail order benefit are required to use Express Scripts or Wegmans Pharmacy Free Home Delivery to fill their maintenance medications as described on the **maintenance medication list**. This list is available on the Excellus Website. If you do not find your medication on the list and still not certain if you have to use mail order for your medication or cannot access the website, please contact the customer care number on your Excellus ID card for assistance.

DIABETIC MEDICATIONS/SUPPLIES:

Please be advised that your benefit for diabetic medications and supplies are provided through your medical benefit for your office visit co-pay. This is a New York State mandate. The information that I have been provided by Excellus is that *typically* Oral Hypoglycemics fall under the mandatory mail order benefit while insulin and supplies do not. Even if you are required to use mail order, the co-pays will still apply for the medical plan and cannot be waived. You should call the customer care number on your Excellus ID card to verify if your medication is required to go through mail order or if you have any questions regarding this benefit.

MEDICAID:

If you or one of your dependents has Medicaid, please be advised that Mail Order Pharmacies cannot transmit claims to Medicaid. Please contact the customer care number on your Excellus ID card to inquire about an over-ride in the system to allow this member's claims to be processed at a local pharmacy.

✓ **PROCESS FOR ANY NEW MAINTENANCE MEDICATION FOR MAIL ORDER DELIVERY**

Members have two vendor options for this service: Wegmans and Express Scripts. The member simply needs to contact the vendor of choice either by phone or email to establish this service. Once established, the member will be on schedule to receive their medication by mail.

EXPRESS SCRIPTS CONTACT INFORMATION

EXPRESS SCRIPTS: (855) 315-5220 (8:30 a.m. – 6:00 p.m., EST, Monday-Friday)
(ordering refills, order/delivery status or pharmacy related questions--they are the pharmacy)

EXPRESS SCRIPTS WEB SITE: www.Express-Scripts.com

Physician Ordering: Your physician can send Express Scripts your new prescription to fax or by e-prescribing directly to Express Script.

Ordering by Mail:

Express Scripts
Home Delivery Service
PO Box 747000
Cincinnati, OH 45274-7000

Ordering Refills: By mail, phone or On-line

Payments: You may pay by money order, personal check or credit card/debit card (Visa, MasterCard, Discover, Amex).

Reminders: Automatically get refill reminders by email so you won't run out of medicine.

WEGMANS PHARMACY FREE HOME DELIVERY CONTACT INFORMATION

WEGMANS: (800) 586-6910 This is an Excellus customer dedicated phone line.
(ordering refills, order/delivery status or pharmacy related questions--they are the pharmacy)

WEGMAN'S WEB SITE: www.wegmans.com/pharmacy

Ordering:

Wegmans Pharmacy Free Home Delivery
PO Box 64472
Rochester, NY 14624

Once you are signed up you can order by phone or online.

Payments: Payments are accepted by credit card or debit card.

Physician Information:

Provider Fax# (716) 857-4578
Provider e-prescribing – select Wegmans Rx Home Shipping #199

✓ **PRESCRIPTION CO-PAYS**

Here is some exciting news...there will be **NO CO-PAY** on **TIER 1** (typically generic) medications filled through **Express Scripts or Wegmans Pharmacy Free Home Delivery** for members that are in a group with the mandatory mail order benefit. Tier 1 medications filled through retail will continue to be your tier 1 co-pay per your contract/group.

SAMPLE ONLY: Rx Copays are determined by your union contract or group.

MEDICATIONS DISPENSED BY	TIER 1 CO-PAY	TIER 2 CO-PAY	TIER 3 CO-PAY
MAIL ORDER **	NO CO-PAY (\$0)	\$30	\$60
RETAIL **	\$15	\$30	\$60

***Members enrolled in Blue PPO 3 have \$10/\$25/\$55 co-pays at both retail and mail order beginning 1/1/20.*

<p>MANDATORY MAIL ORDER DOES NOT APPLY TO MEMBERS ENROLLED IN: MEDICARE PPO PLAN WITH MEDICARE D PRESCRIPTION DRUG PLAN RIDER ***MAIL ORDER IS OPTIONAL FOR THESE MEMBERS***</p>

✓ **WHO DO I CALL ABOUT WHAT?**

If you have any questions about the prescription plan, such as your prescription plan benefits, co-pays/tiers, medication required to go through mail order (can't find on list), prior authorization/step-therapy/quantity limits, covered drugs, requesting a 1x mail order over-ride for 30 day supply at the pharmacy, etc. – call Excellus Customer Care. Excellus is the insurance carrier. They can view your claims history and assist you in addressing your questions. The majority of the time, this is who you should be calling – they will refer you when necessary.

EXCELLUS CUSTOMER CARE/HELP DESK: Call the customer care number on the back of your **Excellus ID card.** (*benefits, covered drugs, copayments or related questions--they are the insurance carrier, they can view claims to assist members*)

Express Scripts and Wegmans Pharmacy Free Home Delivery are the pharmacies. They have access to Excellus eligibility information and can help you by answering questions about how to use their mail service and can answer some pharmacy benefit questions. The Excellus Help Desk is your best contact for your benefit details.

WANT TO SPEAK TO A PHARMACIST? You may call either Mail Order Service and ask to speak to a Pharmacist Consultant. They are available to assist you with your questions regarding your medications.

✓ **PROBLEMS? THE GOAL IS NOT FOR YOU TO GO WITHOUT YOUR MEDICATION**

WHAT IF THE DOCTOR CHANGES THE DOSING ON MY CURRENT PRESCRIPTION?

This is a new prescription.

QUESTIONS TO CONSIDER WHEN CONCERNED ABOUT YOUR ORDER:

*Did you give a two (2) week lead-time for your initial order? Refills will come faster than the initial order. Order your refills on the date provided on your prescription bottle and invoice to avoid delay.

*Who did you call Excellus or the Mail Order Pharmacy or both? Please keep track of your calls in case it is needed later.

*There is also the scenario that 70% of the medication needs to be used before any pharmacy can run another claim through the Excellus system...if the last fill was a 30 day supply, 70% of 30 days cuts it close.

*If you are having a problem with your order, call the Excellus Customer Care – especially, if you are going to run out of medication.

*Did you use your one-time mail order override for a 30 day supply at the pharmacy? The purpose of this is for members to get their medication while getting started on mail order. **However, it is not automatic, you or the pharmacist must call Excellus Customer Care and request the over-ride.** You are allowed an over-ride for each medication if needed.

If you have tried to address your situation by calling Excellus Mail Order Pharmacy, have utilized your 1x over-ride, and the situation has truly escalated to the point of running out of medication or down to the last few days, please contact me to see if we can get some assistance through our representative. Please keep in mind this avenue is intended for situations where members have exhausted these steps and are out of medication or soon will be.

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