

Brookville Area School District, Commodore Perry School District, Farrell Area School District, Hermitage School District, Jamestown Area School District, Jefferson County DuBois AVTS, Karns City Area School District, Neshannock Township School District, Punxsutawney Area School District, West Middlesex Area School District

Memo: Transition of Pharmacy Benefits Management (PBM) Services to Meritain Health® Pharmacy Solutions, powered by CVS Caremark

To: WPSHCC Health Plan Participants

Effective July 1, 2024, WPSHCC is transitioning Prescription Drug coverage from RxBenefits to Meritain Health® Pharmacy Solutions, powered by CVS Caremark. This transition is being made to enhance our pharmacy benefits offerings, streamline processes, and provide you with improved access to prescription services.

We understand that change can sometimes bring uncertainty, so we have prepared the following FAQ to address questions or concerns you may have regarding this transition. While we anticipate a very smooth transition to CVS Caremark, we recommend refilling any refill eligible medications prior to July 1, 2024 out of an abundance of caution.

FAQ: Transition of Pharmacy Benefits Management Services

1. Why are we transitioning from RxBenefits to Meritain/CVS Caremark?

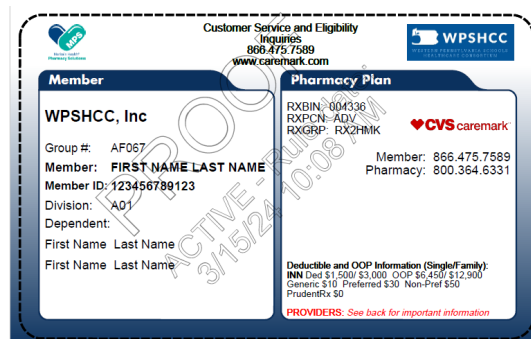
- The transition to CVS Caremark is part of the ongoing efforts to optimize pharmacy benefits and ensure participants have access to affordable, high-quality prescription services.

2. When will the transition to Meritain/CVS Caremark take place?

- The transition will take place on July 1, 2024. Starting on July 1, 2024, you will be able to access pharmacy benefits through CVS Caremark. On July 1, 2024, you will have the ability to register your account on the Member Portal site located [here](#) and contact CVS Caremark customer service at the number on your card.

3. Will I receive new prescription ID cards?

- Yes, you will receive a new prescription ID card from CVS Caremark. The estimated delivery date for these cards is June 15, 2024. Cards will arrive in a plain white envelope and will look like this:



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4. Where can I set up my CVS Caremark online portal access?

- After July 1, 2024, you will have the ability to set up your account on the Member Portal site located [here](http://www.caremark.com). (www.caremark.com)

5. How do I know if my medication is covered?

- Prior to July 1, 2024, members can view the 2024 formulary listing, located [here](#). **After July 1, 2024**, members can use the CVS Caremark “**Check Drug Cost and Coverage**” tool located under your member portal access or call CVS Caremark at 866-475-7589.

6. What if my medication is not covered?

- There will be limited disruption to covered medications. If you are currently taking a medication that is not covered under CVS Caremark, you will receive a letter in the mail about alternative medications and next steps around May 15, 2024. This will give you time to speak with your doctor and/or pharmacist about covered alternatives.

7. What if my medication requires prior authorization?

- If you have a prior authorization on file with RxBenefits, these authorizations will be transferred to CVS Caremark, and you can continue to fill that medication until the authorization expires. If you are prescribed a new medication that is subject to prior authorization on or after July 1, 2024, your provider will need to contact CVS Caremark for Authorization. Renewals of authorizations on or after July 1, 2024 will occur through CVS Caremark.

8. How can I utilize the mail order drug benefit?

- Open mail order prescription refills are being transferred from RxBenefits/Express Scripts to CVS Caremark Mail Order. After July 1, 2024, members can call CVS Caremark customer service at the number on your card to have the prescription filled or request that it be filled online. Members using Mail Order will need to set up a form of payment with CVS Caremark for their mail order prescriptions. This can be done on or after July 1, 2024. After July 1, 2024, members cannot fill mail order prescriptions through RxBenefits/Express Scripts.

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9. Will there be any changes to prescription costs or copayment levels?

- The prescription drug plan benefits will not change meaning that the cost of a prescription will apply to your deductible first and then you will be responsible for applicable copays after the deductible has been met. The copays are not changing; however, it is possible that the cost of your drug may change depending on the coverage tier with CVS Caremark drug formulary.

10. How will I obtain my specialty medication?

- Similar to the mail order pharmacy, the Specialty Drug pharmacy will now be CVS Specialty. Open specialty prescription refills are being transferred from RxBenefits/Acreedo to CVS Specialty. After July 1, 2024, members can call CVS Specialty at the number on your card to have the prescription filled or request that it be filled online. Members using CVS Specialty will need to set up a form of payment with CVS Specialty for their specialty prescriptions.
- Additionally, if you take a specialty medication, you may be eligible for a new program called PrudentRx. With PrudentRx, you may be eligible for a \$0 copay on specialty medications. A PrudentRx trained member advocate will reach out and assist you in enrolling in this program if you are eligible. Click [here](#) to learn more about PrudentRx.
- Additional information on specialty drugs can be found [here](#).

Additional resources can be found by clicking on the below links:

[Participating Pharmacies - National Chains](#) *(Note: Most Local Pharmacies are also in network, contact your pharmacy to confirm status)*

[CVS July 2024 Formulary Listing](#)

[\\$0 Copay Preventive Drug List](#)

[Maintenance Drug List](#)

[Mandatory Mail Order / Maintenance Choice Flyer](#)

[CVS Mail Order Flyer](#)

[CVS Caremark Mail Order Drug Form](#)

[RX Drug Cost Tool](#)

[Diabetic Meter Program](#)

[Caremark Specialty Flyer](#)

[PrudentRx Specialty Drug Flyer](#)