

MaxorPlus Prescription Benefit

EFFECTIVE JULY 1, 2018

Effective July 1, 2018, we are pleased to announce that MaxorPlus Pharmacy Services will be the new administrator of your pharmacy benefit program. You will be receiving an informational packet prior to July 1st.

MaxorPlus is a separate carrier from Blue Cross Blue Shield. Any questions on the pharmacy benefit should be directed to MaxorPlus. You will not need a new prescription for your **retail** pharmacy refills, your current retail prescription is valid. After July 1st, you **MUST** show your **NEW** card when you get a new prescription or refill. Please do not use an automatic voice system for prescription re-fills until **AFTER** you have presented your new card to your pharmacist. You **will need** a new prescription from your doctor for **Mail Order** refills. Please have your physician write your prescriptions for up to a 90 day supply and send to MaxorPlus. To get started contact MaxorPlus Mail Order Pharmacy at 1-800-687-8629. The start date of the new pharmacy plan is July 1, 2018. Call the Toll Free number printed on your card, (800) 687-0707, with any questions or concerns about your new pharmacy plan. Your Copays will remain the same for each tier, however the formulary may be different.

PHARMACY NETWORK:

When do I begin purchasing prescription drugs with my new card through the retail pharmacies?

On or after July 1, 2018.

Can I still get prescriptions at my local pharmacy?

Yes, the Pharmacy Network is a nationwide network comprised of over 60,000 pharmacies including all chain pharmacies and most independent pharmacies. Therefore, it is rare that a pharmacy used by you is not in the network. To locate a participating pharmacy near you or to see if your pharmacy belongs to the network, or if it is eligible to join the network, call (800) 687-0707 or visit the website, www.maxorplus.com.

MAIL SERVICE:

When do I use the Mail Service Pharmacy?

If you are taking medication on a regular and consistent basis to treat health issues such as high blood pressure or high cholesterol, the Mail Service Pharmacy can dispense up to a 90-day supply. You can receive a 90 day supply for two copays and that means savings for you.

How do I transfer prescriptions to the Mail Service Pharmacy program?

If you are on a medication, ask your doctor's office to give you a new prescription for up to a 90-day supply with three refills. Mail the prescription along with the completed form, which will be in the same envelope with your new prescription card. You may also call (800) 687-8629 for assistance in transitioning your prescription to the Mail Service Pharmacy.

How will I receive my Mail Service Pharmacy prescription?

It is sent to you in an unmarked, tamper-resistant package and is shipped via express service or the U.S. Mail. A signature may be required if your prescription is for certain controlled substances.

Can I talk to a pharmacist about my Mail Service Pharmacy prescription?

Yes, Call (800) 687-8629 and ask the Customer Service Representative to connect you to a pharmacist.

FORMULARY:

The formulary with MaxorPlus will be a bit different from the one through Blue Cross. If affected, most members will see their tier 3 drugs (\$50 copay) switch to tier 2 (\$25 copay). In fewer cases, some members will see their tier 2 drugs increase to tier 3. You are encouraged to ask your doctor to prescribe generic or preferred brand medications. If your doctor has prescribed a drug that is not on the Preferred Product list, you can ask the pharmacist to contact your doctor to suggest an alternative that is on the Preferred Product List. If the doctor agrees then you will pay a lower co-payment. If the doctor chooses not to change to the alternative drug or there is no alternative drug, then you will be required to pay the higher co-payment.

General Information on your new Prescription Benefit

Nothing is more important to us than your health and well being. It's important to get help when problems arise. Now, you have a resource to turn to when you have a question about your pharmacy benefit or are having a problem at a participating pharmacy.

Call (800) 687-0707 for our pharmacy services helpline

- If your pharmacist says your claim has been rejected.
- If the pharmacy charges you more than your expected co-payment.
- If you have a question about a drug or class of drugs being covered.
- If a drug or class of drugs requires a prior authorization – call us for the procedure to follow.
- If you do not use a participating pharmacy and would like to have MaxorPlus attempt to contract with them to participate in the network.
- You need to know how to get reimbursed for your prescription if you paid the entire amount out of pocket.
- If you are going on vacation or need to get your medication early.

Customer Service Representatives are available:

Monday – Friday 8AM - 10PM EST, Saturday 9AM - 7PM EST, and Sunday 10AM - 6PM EST, after hours are available 24/7

Additional Benefits - International Rx

As a reminder, The City of Fall River will still participate in the international mail order drug program for brand name prescriptions administered by CanaRx. Fall River Meds is the name of the program. It is a voluntary program that is being offered in addition to your current prescription benefit plan.

Advantages of joining the Fall River Meds program administered by CanaRx are:

- **\$0 COPAY** for all prescriptions offered through the program
- Prescriptions shipped directly to your home with no shipping and handling costs
- No out-of-pocket expenses

How does it work?

- Review formulary list of brand name prescriptions to determine if any of your current medications are available through this program
- Before ordering through CanaRx, you or your doctor must attest that you have been taking your prescribed medication for at least 30 days - this is to ensure you have not experienced any complications with the medication
- Ask your doctor for a prescription for a **3-month supply with 3 refills**
- Request your doctor to fax your enrollment form and prescription directly to **Fall River Meds**

-OR-

- Mail your original prescription and completed enrollment form to **Fall River Meds**
 - Include a new prescription for each medication being ordered
 - CanaRx will call you prior to each refill to ensure that you have a continuous supply of medications
 - Allow 4 weeks for delivery when ordering new medications

CanaRx Contact Information:

- Mail **Fall River Meds, P.O. Box 44650, Detroit, Michigan 48244-0650**
- Fax **1-866-715-(MEDS) 6337**
- Phone **1-866-893-(MEDS) 6337**
- Website www.FallRiverMeds.com