



Pharmacy
Better
Management

Welcome to Your EmpiRx Health Prescription Benefit

Frequently Asked Questions

When can I expect to receive my new ID card?

Please check your mail carefully in the month of December for your enrollment packet, which will contain your new ID card, a plan brochure, and mail order materials. Present the new card to your participating pharmacy on or after January 1, 2020. Members with dependents will receive two cards. If additional cards are needed, they can be requested:

- Clients can make requests through the client portal by selecting “Request ID Card” from the cardholder’s drop-down menu.
- Members can make requests by calling EmpiRx Health Member Services toll-free at 1-877-241-7123 (TDD: 1-888-907-0020).
- Both members and clients can print a temporary card through the EmpiRx Health portal.
- Members can access a digital card through the EmpiRx Health App.

Can I still use the same retail pharmacy I prefer?

You may continue to use the same local retail pharmacy to fill your prescription. Your EmpiRx Health prescription benefit program provides you with access to an extensive national pharmacy network, including most major chain and independent pharmacies. Be sure to provide your pharmacy with your new ID card information on or after January 1, 2020, so they can process your prescription through EmpiRx Health.

Will refills on my current mail order prescriptions carry over to EmpiRx Health, or will my doctor need to submit new prescriptions?

Yes, valid prescriptions with remaining refills will be transferred from your current mail order pharmacy to the EmpiRx Health mail order pharmacy to allow you to obtain refills without interruption. Be sure to contact EmpiRx Health Member Services toll-free at 1-877-241-7123 if you have any questions concerning the transfer.

How many days’ worth of my prescription can I fill at retail? at mail order?

Prescriptions filled at a retail pharmacy are limited to a 30-day supply. Members can also get up to a 90-day supply through the mail order pharmacy. Specialty medications are always limited to a 30-day supply.

What if I am currently receiving a specialty medication?

Specialty medications are high-cost medications that require special handling and administration. Specialty medications must be dispensed through our specialty mail order pharmacy. If you are currently taking a specialty medication, you will be contacted in December to facilitate a transfer to EmpiRx Health’s specialty pharmacy.

When is Member Services available for assistance?

If you have any questions or require additional information, you may contact EmpiRx Health Member Services toll-free at 1-877-241-7123 (TDD 1-888-907-0020), 24 hours a day, 365 days a year.

How do I get started using mail order?

Typically, prescriptions filled through mail order are for medications used to treat chronic conditions and are written for up to a 90-day supply, plus refills. Prescriptions that you need to use right away should always be taken to your local retail pharmacy. For your first mail order, complete the mail order form included with your EmpiRx Health enrollment packet, and return it and your original prescription by mail in the preaddressed envelope provided on or after January 1, 2020. You can also have your prescriber either submit your prescription electronically or fax it to 1-888-907-0040. Be sure that your prescriber includes the cardholder's name, ID number, shipping address, and patient's date of birth. Only prescriptions faxed from a doctor's office will be accepted via fax.

To order refills, you have three options:

- **Internet:** Visit www.empirxhealth.com. If you have not yet registered, click on "Members" in the upper right corner, then click on "Member Login." If you are a registered user, log in and select "Mail Order."
- **Phone:** Call EmpiRx Health Member Services toll-free at 1-877-241-7123 (TDD: 1-888-907-0020), 24 hours a day, 7 days a week, and follow the prompts to order your refills.
- **Mail:** Send the refill request order form provided with your last shipment back in the preaddressed envelope.

Please note that EmpiRx Health does not automatically refill your prescriptions

Clinical Programs

EmpiRx Health understands the benefits of generic drugs for members when it comes to both their health and their wallets. Through our clinical programs, we work closely with you and your doctor to make sure you are receiving the best care available at the most affordable price. Below, you will find an introduction to some of these programs. In addition, our Member Care Advocates are available by phone 24/7/365 to answer all your questions regarding the programs and your prescription benefit in general.

What is prior authorization?

Prior authorization is a clinical review process required before prescriptions for certain high-cost or sensitive drugs can be filled. EmpiRx Health reaches out to your doctor to gather information confirming the drug's appropriateness and safety for you.

What are quantity limits?

Quantity limits are in place to ensure you are not being given too much of a single drug. A review is performed to see whether the prescription is being dispensed within limits based on FDA-approved dosing. This can be done right at the pharmacy. If the prescription exceeds approved limits, your prescriber can adjust the amount and resubmit the prescription to the pharmacy. Or you, your pharmacist, or your prescriber can open a clinical review.

What is step therapy?

Step Therapy requires that you use a lower-cost medication prior to using a second-line or higher-cost medication within the same category. The list of categories requiring step therapy is developed by doctors, pharmacists, and other experienced medical personnel. If one or more drugs you are currently taking are affected by this program, you and your doctor will receive a letter with more information.

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