

# Transit Employees' Health & Welfare Plan



**Navigating your Pharmacy Benefit and Pharmacy Savings Opportunities with Capital Rx**

**NOTE: Please refrain from sharing your personal details on this Webinar. We wish to protect your privacy under HIPPA.**



## Welcome to the Capital Rx family!

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Capital Rx is an innovative pharmacy benefit manager or PBM. Our role is to oversee your prescription benefit plan. We work hard every day to ensure your prescription drug plan is cost-effective but in line with our mission: your health.



### What is a PBM?

A PBM is a pharmacy benefit manager. We process prescription drug claims on behalf of you and your employer or health plan. Capital Rx works directly with pharmacy providers and drug companies to offer this service. We strive to provide the right balance of drug access and cost savings as part of your plan.

To learn more about Capital Rx, visit [www.Cap-Rx.com](http://www.Cap-Rx.com)

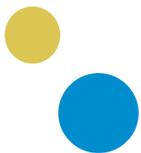


# Our Mission

To change the way prescriptions are priced, and patients are cared for to create enduring social change

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- Capital Rx is dedicated to giving you the best service and the resources required to help you lead healthier and more vibrant lives.
- At Capital Rx, we are committed to:
  - Promoting safe, cost-effective, and clinically-appropriate use of medications.
  - Ensuring convenient access to your prescriptions at reasonable prices.
  - Helping you achieve the best possible health outcomes.





# Freedom Formulary

- At Capital Rx, your health is our top priority. We prepared the [Freedom Formulary](#) (drug list) to ensure that you have access to a robust offering that meets your needs and lowers your overall prescription drug cost. This list of drugs is covered by your pharmacy prescription benefit.
- Your pharmacy prescription benefit covers many prescription drugs, but some exclusions may apply. If a drug is not covered, an alternative covered drug will be available. Drugs that have not received FDA approval or that have over the counter (OTC) equivalents may not be covered.
  - If you have any questions regarding your specific coverage, please call the number on the back of your member ID card.
- The Freedom Formulary is:
  - Based on the recommendations of a committee of highly skilled physicians and pharmacists that review drugs regulated by the United States Food and Drug Administration (FDA)
  - Developed with considerations of clinical efficacy and safety
  - Evaluated for financial considerations based on the review of market trends and driving the lowest net cost products where applicable
  - Subject to change throughout the year
- Your benefit includes certain preventive medications at no cost to you (no copay, deductible, or coinsurance) under the provisions of the Affordable Care Act.

***Access the Capital Rx Freedom Formulary Look-Up tool via the Capital Rx app or by clicking [Freedom Formulary](#)  
Access the Affordable Care Act List: Log On to the Member Portal at [www.cap-rx.com](http://www.cap-rx.com) and select Plan Documents***



# Understanding Prior Authorizations, Step Therapy, and Quantity Limits

To ensure safe and appropriate use of certain medications, your prescription benefit program may have prior authorization, step therapy, and/or quantity limits for certain medications.

- **Prior authorization** requires you and your physician to obtain approval from Capital Rx's prior authorization clinical team before the prescribed medication can be dispensed.
- **Step therapy** is when your prescription benefit requires you to try another medication (usually a generic) prior to starting the medication your physician prescribed (usually a brand).
- **Quantity limits** only allow you to receive up to a maximum dosage or quantity for certain medications, based on clinically-approved prescribing guidelines.

**Questions?** You may call customer service at [1-833-463-1656](tel:1-833-463-1656) to determine if your medication(s) are subject to prior authorization, step therapy, and/or quantity limit requirements.



## Refill-Too-Soon Limits

- Your plan allows you to get a refill once you've used 70% of your medication for prescriptions mailed to your home and 75% for prescriptions filled at your retail pharmacy
  - The system will lookback at up to 1 year of your fills to determine how much of your prescription you've filled
- The plan does allow exceptions for vacation, lost, or stolen medications

*Questions? You may call customer service at [1-833-463-1656](tel:1-833-463-1656) to determine when your medication can next be filled.*

# Retail Pharmacy

- Capital Rx retail pharmacy network has over 60,000+ retail pharmacies in network.
- Transit Employees' Health & Wellness has a broad network, meaning members can fill their prescriptions at any retail pharmacies without restrictions or requirements within the broad network.
- The network includes pharmacies, such as Stop and Shop, Walgreens, CVS, Costco Pharmacies, and many more.



**Please present your ID card and your prescription to your preferred, local retail pharmacy for processing. Also, be sure to update your phone number for any communication needs to avoid any delays in receiving your medication.**



# Copay Structure: CareFirst BlueChoice Plan

Retail Copays	32 Day Supply	33-64 Day supply	65-90 Day supply
Generic	\$10.00	\$20.00	\$30.00
Preferred Brands	\$25.00	\$50.00	\$75.00
Non – Preferred Brands	\$40.00	\$80.00	\$120.00

Mail Copays	1- 90 Day supply
Generic	\$20.00
Preferred Brands	\$50.00
Non – Preferred Brands	\$80.00

## The benefits of filling your maintenance medications with a 90-day supply.



### Save Money

Your pharmacy benefit plan may offer lower copays or incentives when filling a 90-day supply compared to a 30-day supply. This can lead to significant savings over time.

#### Examples:

**Tier 1 Medications:** Duloxetine, Escitalopram, Allopurinol, Metformin

- Retail - \$10 per 30-day supply
- Mail - \$20 per 1–90-day supply

**Tier 2 Medications:** Dulera, Xarelto, Spiriva Respimat, Asmanex HFA, Eliquis

- Retail - \$25 per 30-day supply
- Mail - \$50 per 1–90-day supply



# Costco Mail Order

## Is mail order delivery right for me? If so, how do I enroll?

Answer: If you have a prescription for a maintenance medication (i.e., long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol), mail order delivery may be a great solution for you. You will find mail order provides greater savings on most prescription benefit plans and saves time typically spent traveling and waiting at a retail pharmacy.

## I want to have medications delivered to my home. How do I get set up with Costco Mail Order?

Please reach out to your prescriber and update your mail order pharmacy provider to Costco Mail Order.

- Online: Go to [rx.costco.com](https://rx.costco.com) and follow prompts for setting up a new patient account.
- Phone: Call the number on the back of your ID card and follow the prompts for 'medications delivered to your home'.

## Choose one of the following options to request refills of current prescriptions or to send new prescriptions to Costco Mail Order

- **E-prescribe(preferred):** Have your prescriber electronically send your prescription to Costco Pharmacy Mail Order
- #1748, Zip Code 98203.
- **Fax:** Have your prescriber fax your prescription to 1-877-258-9584. Faxed prescriptions may only be sent
- by a doctor's office and must include patient information.
- **Mail:** Mail your paper prescription to: Costco Pharmacy 6801 Seaway Blvd., Suite A-2 Everett, WA 98203

## Will I receive automated outreach from Costco Mail Order when choosing to have my prescriptions delivered by mail?

You will receive notifications about your prescription order(s) based on the communication preference selected in your digital member profile. If you have an online account with Costco Mail Order and a cell phone number on file, you can elect to receive SMS updates when prescriptions are processed and shipped rather than email notifications.

## Do I need a Costco membership to use Costco Pharmacy services?

No, you do not need a Costco membership to use Costco Pharmacy services. Both members and non-members can purchase prescription medications at Costco pharmacies, whether in-store or online.

## What should I do if Costco Mail Order does not dispense my specific medication?

For times when Costco Mail Order does not dispense a specific medication, please contact Capital Rx Customer Care by dialing the number on the back of your ID card. Then press 1 for members and select 3 for general inquiries. A customer care agent will provide support with finding access to your medications.



# Costco Specialty Pharmacy

## Is Costco Specialty Pharmacy the same as Costco Mail Order?

No, these are two separate pharmacies.

## How do I get started with Costco Specialty Pharmacy?

Please reach out to your healthcare provider and update your specialty provider to Costco Specialty Pharmacy.

Have your prescriber e-prescribe to Costco Specialty Pharmacy #1710, Zip Code 53717, or fax your prescription to 1-855-213-0125. Make sure your prescriber includes your contact information. If prior authorization is required; your prescriber may need to take extra steps to submit your prescription. To review more information related to prior authorizations, login to the Capital Rx member portal at <https://app.cap-rx.com/login> or call Capital Rx Customer Care using the number on the back of your ID card. A representative from Costco Specialty Pharmacy will call you to obtain more information and schedule your first delivery. Additionally, you may call Capital Rx by dialing the number on the back of your ID card to confirm receipt of the prescription from the prescriber. When calling, please follow the prompts for specialty pharmacy.

## Can I manage my specialty medications account online or through an app with Costco Specialty Pharmacy?

To manage your specialty medications, please register and log in to the Costco Specialty Pharmacy Portal at <https://specialty.rx.costco.com/login>. You can also manage your prescriptions by calling Costco Specialty Pharmacy.

## Do I need to coordinate with my healthcare provider to ensure my refills are requested on time?

Costco Specialty will correspond with you and your physicians. Patient care coordinators will call to set up your next refill, so you stay on track with your treatment plan. Costco's standard processing time ranges from 24 to 48 hours. This does not include delivery time. If you feel you are experiencing a delay or to receive an update on your prescription status, please contact Capital Rx by dialing the number on the back of your ID card. Follow the prompts for specialty pharmacy.

## What should I do if Costco Specialty Pharmacy does not dispense my specific medication?

Please contact Capital Rx Customer Care by dialing the number on the back of your ID card and follow the prompts for specialty medications. A customer care agent will provide support with finding access to your medications.

## Who can provide customer support assistance with my pharmacy benefits?

If you have questions, Capital Rx is always happy to assist! We are available 24 hours a day, 7 days a week to support your pharmacy questions. Please call the number **1-833-463-1656** located on your ID card to reach your dedicated Customer Care team.

# Capital Rx: Member Tools Demonstration & Resources

Capital Rx Customer Care Line: **1-833-463-1656**

If you have any questions, our Member Help Desk is available 24 hours, 7 days a week.

Member tools are available on our website:

[www.cap-rx.com/member-tools](http://www.cap-rx.com/member-tools)

Capital Rx mobile app:

Search **“Capital Rx”** in the app store



Our digital app has all of the information you would expect with added features!

The Capital Rx suite of digital tools includes an online member portal and mobile app, giving you a personal advisor for your prescriptions in the palm of your hand.



Search “Capital Rx” to download on the app store.



SCAN HERE TODAY TO DOWNLOAD THE CAPITAL RX APP



- Find low cost drugs at a pharmacy near you
- Find a pharmacy
- View your claims history
- Download a digital pharmacy ID card
- View which drugs are covered under your plan
- Track how much money you have paid towards your out-of-pocket obligations
- View or download member documents and plan forms

## HOW TO REGISTER:

1. Visit <https://app.cap-rx.com/register>
2. Fill in your personal information and click **VALIDATE**
3. Complete credentials form and click **CREATE ACCOUNT**
4. Check your email and locate the verification code sent from Capital Rx
5. Enter the code provided to validate your email address

**Registration is complete!** You can now login using the credentials established during registration!



# Calling Customer Care

## 1-833-463-1656

- Step 1: **Press 1** to identify yourself as a member
- Step 2: Follow prompts to confirm personal information
- Step 3:
  - **Press 1** to be transferred directly to Costco Mail Order to speak with the pharmacy about your mail order prescription
  - **Press 2** to be transferred directly to Costco Specialty to speak with the pharmacy about your specialty prescription
  - **Press 3** to speak with a Capital Rx Customer Care Agent regarding general inquiries, such as copay amounts, coverage questions, etc.
  - **Press 4** to speak with a Capital Rx Customer Care Agent for member portal assistance
  - **Press 0** to speak with a Capital Rx Customer Care Agent

Questions?  
Please contact us!



Pharmacy Help Desk  
Phone | 833-463-1656