

## Does Not Apply to Participants in the Elixir Plus Medicare Part D Plan or Kaiser (Plan C) Participants

*Some members may have received a letter from Elixir in error.  
Please see question 2 to confirm if the Rx90 program applies to you.*

### Background

#### 1. Why did I get a letter telling me I have to switch to a different pharmacy?

In our continued efforts to manage the rising costs of prescription medications, the JHMB has selected Rx90 as part of your benefit package. Under this program participants in the **Elixir Prescription Drug Plan** are required to adhere to the following two steps to avoid paying the full cost of their **maintenance** medication(s):

- 1) Ensure their physician writes a prescription for any maintenance drug refills to be filled in 90-day supplies (not 30), **AND**
- 2) **ONLY** use a pharmacy in the Rx90 network for maintenance medications (Elixir Mail Order Pharmacy, Rite Aid, Walgreens or Costco retail pharmacy).

**NOTE:** Elixir Prescription Drug Plan members do not need to have non-maintenance prescriptions filled within the Rx90 network; members can continue to fill non-maintenance prescriptions at any network pharmacy.

For more information on how to move a prescription to an Rx90 network pharmacy, please see question 9.

#### 2. Does the Rx90 program apply to me?

The Rx90 program applies to all participants in the Elixir Prescription Drug Plan. It **DOES NOT** apply to Kaiser Plan C participants or participants in the Elixir Plus Medicare Prescription Drug Plan, which may include some early retirees, Medicare-eligible retirees, and their covered Medicare-eligible dependents. ***If you have been issued an Elixir Plus Medicare Prescription ID card similar to the one shown on the right, the Rx90 program DOES NOT apply to you.***



#### 3. One of the medications listed on the letter I received was already filled at a pharmacy in the Rx90 network and for a 90-day supply. Why is the letter telling me I need to change my prescription and pharmacy?

The letter you received simply listed all maintenance medications for which you had a prescription. Elixir regrets the confusion this caused. If you are already receiving a 90-day supply of the medication, and

obtaining it from a pharmacy in the Rx90 network (Elixir Mail Order Pharmacy, Rite Aid, Walgreens or Costco retail pharmacy), your service will not be disrupted.

**4. I called Elixir and they told me that the medication listed on the letter I received was not part of the Rx90 program. They told me that instead of being required to obtain a 90-day prescription, the plan will only pay for a 30-day prescription. What should I do now?**

If your medication was listed in the letter, then it is covered under the Rx90 program – which requires that a 90-day prescription be refilled at one of the Rx90 pharmacies (Elixir Mail Order Pharmacy, Rite Aid, Walgreens or Costco retail pharmacy). For details on how the program works, please see question 6. Elixir administers a variety of Rx90 programs with different rules. During the first few months of implementation of the Rx90 program for the JHMB, if you encounter an issue with information you receive from Elixir customer service, ask to speak to a supervisor at Elixir. Supervisors will escalate the issue to the account manager assigned to the JHMB's Rx90 program.

## Rx90 Program Details

**5. What is a maintenance medication?**

A maintenance medication is a drug that is required to treat a chronic condition such as diabetes, high blood pressure, or high cholesterol. For a list of maintenance medications, please visit [www.elixirsolutions.com](http://www.elixirsolutions.com) or call the Elixir Help Desk at (833) 640-2849. On the website you may download the Rx90 Maintenance Drug List by completing the following steps:

**Steps to Download the List of Maintenance Medications:** Visit <http://www.elixirsolutions.com/> and select "Providers", then select "Prescribers", then select "Covered Drug Lists", and finally, choose the "Rx90 Maintenance Drug List."

**6. I only take this medication sometimes. Why is it considered a maintenance medication?**

Some medications, like asthma rescue inhalers, insulin, and certain prescription eye drops may be used on an as-needed basis but are still considered maintenance medications. If you've filled one of these medications multiple times, on your third fill you will be required to obtain a 90-day supply through the Rx90 network.

**7. How does Rx90 work?**

Effective July 1, 2017, maintenance medication refills are required to be dispensed in a 90-day supply by a pharmacy in the Rx90 network (Elixir Mail Order Pharmacy, Rite Aid, Walgreens or Costco retail pharmacy) . If you are currently taking a maintenance medication, you will be notified and will need to have your prescription transferred to an Rx90 network pharmacy or will need to obtain a new 90-day prescription. If you are filling a maintenance medication prescription for the first time, you will need to obtain a 30-day supply initially. Please refer to question 9 for details on how to have your prescription moved to an Rx90 network pharmacy.

**8. Do I have to use Rx90?**

You will need to use an Rx90 network pharmacy and adhere to the refill requirements to continue to receive prescription benefit coverage through your insurance plan for maintenance medications that you are currently taking. ***You will be responsible for the full cost of the medication if you take the following actions after you have exceeded the 2 “grace” fills that the plan allows:***

- You continue to use a non-Rx90 network pharmacy to refill your maintenance medication(s), **AND/OR**
- You continue to refill your maintenance medication in 30-day supplies.

**9. How much will I have to pay for my prescription drugs with Rx90?**

Copay tiers are listed below. Rx90 does not change the copays, but does require that maintenance medication refills be filled at 90-day supplies at Rite Aid, Walgreens, Costco, or Elixir Mail Order Pharmacy.

<b>TIERS</b>	<b>30-DAY RETAIL COPAY</b>	<b>90-DAY RETAIL AND MAIL ORDER COPAY</b>	<b>30-DAY SPECIALTY MEDICATION COPAY</b>
<b>Tier 1 Generic:</b> Medications that are used for treating hyperlipidemia, hypertension, diabetes, and depression	\$0	\$0	\$10
<b>Tier 2 Generic:</b> All other categories of covered, generic medications.	\$10	\$20	
<b>Tier 3 Preferred Brand:</b> Preferred Brand Name medications	\$35	\$70	\$35
<b>Tier 4 Non-Preferred Brand:</b> Non-Preferred Brand Name medications	\$50	\$100	\$50

**10. How do I have my prescription moved to an Rx90 network pharmacy?**

You have three (3) ways to move your prescription:

- You may ask the Rx90 network pharmacy (Elixir Mail Order Pharmacy, Rite Aid, Walgreens or Costco retail pharmacy) to call your existing pharmacy to transfer the prescription
- You may ask your doctor to send a new prescription to the Rx90 network pharmacy. Many doctors send prescriptions electronically to your pharmacy while you are still at the office. Your doctor can electronically send your prescription to Elixir Mail Order Pharmacy or to the retail pharmacy (Rite Aid, Walgreens or Costco). Your doctor can also fax the prescription(s) to Elixir Mail Order Pharmacy at (866) 909-5171 using the e-prescribing number NABP 3677361.
- You may bring your existing prescription(s) to any Rite Aid, Walgreens or Costco retail location.

**11. Are there exceptions to the Rx90 program?**

Elixir will review exception requests for medically necessary situations. Your physician may request an exception by contacting Elixir at **(833) 640-2849**, and ask for General Prior Authorization Request Form be sent to the physician. You may also download the form at <http://www.elixirsolutions.com/> by following the steps below:

**Steps to Download the Prior Authorization Form:** Visit <http://www.elixirsolutions.com/> and select “Providers”, then select “Prescribers”, then select “Coverage Determination Forms”, and finally, choose “Elixir General Prior Authorization.”

**NOTE:** Your doctor must complete and submit the form to the fax number on the form. Elixir will perform a detailed clinical review and then notify you and your doctor of the decision up to 72 hours after receiving the completed form from your doctor.

**12. What if Rite Aid, Walgreens or Costco are not convenient for me?**

**NOTE:** Membership at Costco is not required to use the Costco Pharmacy.

We understand that these retail pharmacy locations may not be convenient for all members, which is why we have also included Elixir Mail Order Pharmacy as an option. With Elixir Mail Order Pharmacy, you can get your 90-day maintenance medications mailed directly to your home. To obtain your mail order prescription from Elixir Mail Order Pharmacy, you need to create an account using one of the three following methods:

- **Mail:** Complete enrollment form and mail it to Elixir Mail Order Pharmacy at 7835 Freedom Ave NW, North Canton, OH 44720; or
- **Online:** Enroll online at [www.envisionpharmacies.com](http://www.envisionpharmacies.com). You will need your prescription ID to register for an account; or
- **Phone:** Enroll via telephone at **(866) 909-5170** or **TTY 711** (Monday – Friday 8:00 a.m. – 10:00 p.m. ET, and Saturday 8:30 a.m. – 4:30 p.m. ET)

Once Elixir Mail Order Pharmacy begins filling your prescriptions, you may order refills by calling **866-909-5170** (or **711** for TTY users). Representatives are available Monday-Friday 8:00 a.m. – 10:00 p.m. ET, and Saturday 8:30 a.m. – 4:30 p.m. ET. For your convenience, Elixir Mail Order Pharmacy’s automated system is available 24 hours a day, seven days a week. You may also order refills online at [www.envisionpharmacies.com](http://www.envisionpharmacies.com).

**13. Sometimes my local pharmacy does not have my medication on-hand. What can I do?**

**If you are experiencing prescription availability issues at your local pharmacy**, contact your local pharmacy 1-2 days prior to your trip the pharmacy. Discuss your upcoming order and ensure that they will have your order in stock when you need it.

Utilizing Elixir Mail Order Pharmacy allows you to have your 90-day maintenance medications mailed directly to your home. Elixir notes that their internal protocol for mail order preparation is 1 day for clean prescriptions (those not requiring any intervention) and 2 days for prescriptions requiring intervention. See question 12 for more details on using Elixir Mail Order Pharmacy.

## For More Information

### 14. Where can I find out more?

You can learn more about Rx90 by calling Elixir Customer Service. Representatives are available by phone 24 hours a day, 7 days a week by calling **(833) 640-2849**.