



Frequently Asked Questions Regarding CWRU Pharmacy Benefit Changes

1. WHO IS CASE WESTERN RESERVE UNIVERSITY'S NEW PHARMACY BENEFIT MANAGER (PBM) REPLACING CVS CAREMARK? WHEN IS THE CHANGE OCCURRING?

The prescription drug coverage for Case Western Reserve members will be administered by MedImpact, effective August 1, 2018.

2. IF I HAVE QUESTIONS, WHO CAN I CALL?

Beginning August 1, 2018, members can contact MedImpact toll-free 888-741-5019. MedImpact Hours of Operation for Customer Service: 24/7, 365 days a year

Mail order contact Direct Scripts 800-913-1846

Direct Scripts Hours of Operation for Customer Service 9am to 7pm ET

3. IS MY RETAIL PHARMACY WITHIN THE MEDIMPACT NETWORK?

Yes, members may continue to fill their acute prescriptions at their current retail pharmacy. MedImpact has over 60,000 network pharmacies including all major chains.

4. WHEN WILL I RECEIVE MY NEW ID CARD?

MedImpact prescription drug insurance ID cards will be mailed so that they arrive before August 1.

5. WHAT HAPPENS IF I DON'T RECEIVE MY NEW ID CARD BY AUGUST 1?

Members can contact MedImpact directly at 888-741-5019-or log in to MedImpact's website at www.medimpact2go.com and print a temporary ID card. Members can *also log onto a mobile device via MedImpact2Go.*

6. MY LOCAL PHARMACY IS HAVING TROUBLE FILLING MY ACUTE PRESCRIPTION. WHO CAN HELP?

The pharmacy can call MedImpact's **Pharmacy Help Desk**. When the pharmacy calls, the help desk will provide all the necessary information so the pharmacy can bill appropriately.

Hours of operation: 24/7, 365 days a year

Customer Service: 888- 741-5019

(Beginning August 1, 2018)

MedImpact billing information:

RxBIN: 003585

PCN: ASPROD1

RxGRP: CWR01

7. I FILL MY 90-DAY PRESCRIPTIONS THROUGH THE CVS CAREMARK MAIL ORDER PHARMACY. HOW WILL I NOW OBTAIN MY MEDICATIONS?

All maintenance medications must be obtained through the mail order pharmacy. The mail order pharmacy vendor is changing to Direct Scripts. Direct Scripts will assist you in transferring an existing maintenance prescription or obtaining a new maintenance prescription.



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Current maintenance medication members will receive a letter from Direct Scripts providing additional information.

Mail Order Vendor: Direct Scripts

Direct Scripts Customer Service: 800-913-1846 (Beginning August 1, 2018)

MedImpact Customer Service 888-741-5019 (Beginning August 1, 2018)

Website: www.medimpact2go.com

WHAT IF I HAVE REMAINING REFILLS ON MAIL ORDER WITH CVS CAREMARK

Remaining refills with CVS Caremark will be transferred to Direct Scripts. **Members are encouraged to refill their mail order prescriptions with CVS Caremark prior to August 1, 2018.**

Controlled substance prescriptions and prescriptions with no refills will not be transferred but the pharmacy staff at Direct Scripts will assist members with getting new prescriptions for these medications.

8. I FILL MY 90-DAY PRESCRIPTIONS AT MY NEIGHBORHOOD CVS/pharmacy. HOW WILL I NOW OBTAIN MY MEDICATIONS?

All maintenance medications must be obtained through the mail order pharmacy. See question #7 for more information.

9. HOW WILL I PAY FOR MY MAINTENANCE MEDICATIONS FILLED BY DIRECT SCRIPTS?

Payment is due when the prescription is shipped. Payment methods include debit cards,

credit cards, Visa-based FSA cards (including the CWRU Benny card), EFT, and check. Members can choose primary and alternate preferred payment methods and can change preferred methods at any time.

10. CAN I UTILIZE CVS CAREMARK SPECIALTY PHARMACY?

No, the specialty pharmacy is changing to MedImpact Direct Specialty.

Specialty Vendor: MedImpact Direct Specialty

Specialty Customer Service: (877) 391-1103

Website: www.medimpact.com

Email: specialtyhub@medimpactdirect.com

(Beginning August 1, 2018)

11. CAN I GET MY MAINTENANCE DRUGS COVERED AT RETAIL?

Maintenance Drugs are covered through Direct Scripts Mail Order only. The new Maintenance Plan covers two (2) fills at retail. Afterwards, all maintenance fills are through Direct Scripts Mail Order.

12. HOW DO I KNOW IF MY DRUG(S) ARE COVERED?

Active members can visit the MedImpact2Go website beginning August 1, 2018 at www.MedImpact2Go.com to perform a specific search for their medication. MedImpact2Go is also a mobile app. downloadable from the app store applicable to your smartphone/mobile device. Members will need to register to sign-in and use the MedImpact2Go features.



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13. WILL MY OUT-OF-POCKET EXPENSE FOR MY PRESCRIPTION CHANGE?

While there are no changes to the pharmacy benefit design, there may be minor changes in your total out-of-pocket cost due to the claim calculation at the point of sale. The claim calculation is based on the MedImpact pharmacy contract rate, the price of the drug at the time of the fill and the number of days' supply being submitted.

14. WILL MY PRIOR AUTHORIZATION WITH CVS BE TRANSFERRED TO MEDIMPACT?

If members have current Open Prior Authorizations with CVS Caremark, they will be transferred to MedImpact.

If the Prior Authorization is expiring prior to August 1, 2018, the member will need to work with their physician to obtain a new Prior Authorization with MedImpact.

15. HOW DO PROVIDERS OBTAIN A PRIOR AUTHORIZATION (PA) FOR A MEDICATION?

Case Western Reserve University (CWRU) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CWRU does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The provider can contact MedImpact Help Desk at 888-741-5019 (Beginning August 1, 2018)

16. WHAT ARE THE HOURS OF OPERATION?

Hours of Operation for Nurse/ Pharmacist Support is 8am – 8pm ET.

Hours of Operation for Customer Service is 24/7
Direct Scripts Customer Service is 9am to 7pm ET

17. I AM UNABLE TO FILL A PRESCRIPTION AT THE PHARMACY AS I AM NOT SHOWING AS ELIGIBLE?

Contact the CWRU HR Service Center to verify member eligibility.

CWRU HR Service Center: 216-368-6964

Hours of operation: 8:30am to 5 pm ET