

FREQUENTLY ASKED QUESTIONS



Why am I getting this letter?

As part of your prescription plan, the PrudentRx solution allows you to fill your specialty medications at no cost to you for as long as you remain enrolled in the program. If you are getting this letter you need to call PrudentRx. A PrudentRx trained member advocate will be able to assist you through a high-touch, proactive multi-channel engagement process to facilitate enrollment and help you obtain non-needs-based manufacturer copay card assistance where applicable.

What is the PrudentRx solution?

The PrudentRx solution applies to all specialty medications in a Covered Class on the plan's PrudentRx program drug list and allows participating members to pay \$0 OOP* for specialty medications. For more information, please call PrudentRx.

What is Copay Assistance?

A third-party sponsored copay card, or manufacturer copay assistance program, is a direct-to-consumer incentive manufacturers offer to promote brand loyalty and the use of brand-name pharmaceutical products. The copay card can also be used to lower OOP costs for eligible members.

How do I know if I'm eligible?

While many employers or health plans will implement the PrudentRx solution across all plans, some may only do so for individual plans offered. To see if the plan you are currently enrolled in includes the program, please call the Customer Care number on the back of your member identification card or work with your human resource representative. If you are enrolled in a plan that includes the PrudentRx solution and you or a covered family member take one or more specialty medications you will receive a welcome letter from PrudentRx on behalf of your Plan that provides information about the PrudentRx solution as it pertains to your medication(s). All eligible members' enrollment will begin automatically, but there may be additional steps required.

PrudentRx will also contact members if they are required to enroll in available copay assistance for any medication they take. PrudentRx continuously monitors copay card utilization and will conduct proactive member outreach as needed, including re-enrollment in available assistance programs. If you are taking a specialty medication that has a copay assistance program, you must call PrudentRx to enroll in the manufacturer assistance program. If you change your Plan coverage, or if you are no longer in a Plan that includes the PrudentRx solution, you will no longer be eligible. To find out if the medication you are prescribed has a copay assistance program available or for more information, please call PrudentRx.

What can I expect from the PrudentRx Member Advocate Team?

If you currently take one or more eligible specialty medications, you can expect a phone call from a PrudentRx Member Advocate to facilitate enrollment in the program. A trained PrudentRx Member Advocate will also assist you in enrolling in an available manufacturer assistance program for your medication(s). PrudentRx is proactively engaged with the member and are notified when new fills for eligible medications are processed for your medications. This can help reduce the delays seen with re-enrollment requirements for members who remain enrolled.

What else do I need to know or do?

If you are taking a specialty medication that has a copay assistance program available, you will be required to give PrudentRx permission to enroll you in the manufacturer copay assistance program for that specialty medication. If you choose to opt-out of the program or if you do not affirmatively enroll in any copay card assistance as required by a manufacturer, you will be responsible for the full co-insurance of your specialty medication under the plan design. If you are already utilizing a manufacturer copay assistance program, you must call PrudentRx immediately to provide them that information and to complete enrollment and ensure that your out-of-pocket responsibility is \$0* even if copay assistance funds are exhausted. For more information, please call PrudentRx.

How do I contact PrudentRx?

You can call PrudentRx directly or when you order your specialty medication through an eligible pharmacy, you can ask to be transferred to PrudentRx.

[prudentrx.com](https://www.prudentrx.com)

*Participating members enrolled in high-deductible health plans (HDHPs) with health savings accounts (HSAs) must fully satisfy their deductible before they are eligible for a final OOP cost of \$0, unless they have been prescribed a medication that qualifies as "preventive care" or a selected insulin product under the Internal Revenue Code (IRC) which is administered and enforced by the Internal Revenue Service (IRS). Members may still utilize available manufacturer copay assistance while in their deductible phase.