



Honest **HIGH-TOUCH** *Compassionate*
SUPPORTIVE *Proactive* **CREATIVE**

• HEALTHCARE HIGHWAYS RX NEW MEMBER PACKET •



WELCOME

HEALTHCARE HIGHWAYS RX IS PLEASED TO HAVE BEEN SELECTED TO ADMINISTER YOUR PRESCRIPTION BENEFIT PLAN.





ABOUT US

Healthcare Highways Rx is an innovative Pharmacy Benefit Administrator that offers access to pharmacies in your local community and tools to assist you in managing and navigating your prescription benefit.

We are a member centric PBM with key partnerships uniquely positioned to develop best in class pharmacy solutions.

MEMBER SERVICES

First, please review your ID card for our logo, or verify with your employer that you are covered by Healthcare Highways Rx for your pharmacy benefit plan. Healthcare Highways Rx members are able to access our pharmacy benefit plan resources in a number of ways:

-  **Member Services Support Center** - Available to our members 24 hours per day, 7 days per week, 365 days a year. Please contact us at 844-636-7506 for any questions regarding your pharmacy benefits, drug coverage, etc.
-  **Member Web Portal** - Visit <http://www.hchr.com/members-page/> to access information.
 - Medication History
 - Participating pharmacy locations
 - Compare pharmacy copays to determine the most cost-effective options
-  **Mobile App** - Download the *Healthcare Highways Rx On the Go* mobile app to access information and tools to help maximize your pharmacy benefit. These programs offer members convenience and easy access to information anytime from a mobile device.
-  **Mail Delivery and Specialty Programs** - Save time by getting medicine conveniently delivered to your home. Mail Delivery allows our members to receive maintenance and specialty prescriptions through the mail, as well as receive refill reminders and many other services. We also offer counseling, education and many other value-added services to our members involved in our specialty pharmacy programs.

Have questions? For more information, call or click today at 844-636-7506 // www.hchr.com
5904 Stone Creek Dr, Ste. 120 The Colony, TX 75056



WELCOME

TO YOUR NEW PRESCRIPTION BENEFIT MANAGER - HCH Rx



SAVE TIME WITH MAIL DELIVERY

Our Mail Delivery service allows you to receive your long-term or maintenance medications through the mail. You can have your medicine delivered to your home, doctor's office or anywhere you choose. Our Mail Order pharmacies are staffed with friendly pharmacists who can answer your questions or speak to your doctor if needed.



HANDS-ON CARE FOR YOUR SPECIALTY MEDICATION NEEDS

If your treatment plan calls for specialty medications that require special handling, our specialty pharmacy service offers the high-touch, hands-on service that is needed. Our specialty pharmacy provides services for chronic and complex conditions such as multiple sclerosis, rheumatoid arthritis, cancer, hepatitis and others.



ORGANIZE YOUR MEDICATION WITH YOUR PERSONAL WEBSITE

Included in your pharmacy benefit is free access to a private and secure website. You will be able to access it with your Pharmacy Member ID number. You'll be able to compare prescription drug prices, map your way to the nearest network pharmacy, track your family's drug spend, organize your health history and much more! Click the "member portal" button on our home page to access your member information now. <http://www.hchr.x.com>



GOOD HEALTH IS IN THE PALM OF YOUR HANDS

Our free Healthcare Highways Rx mobile app allows you to access all of the great features from your personal website on-the-go. Once you have your Member ID number, use your smart phone to find a nearby pharmacy, compare medication prices, review drug information and more!

Search the App Store for:
Healthcare Highways Rx
On the Go Mobile App



CONVENIENT PHARMACY LOCATIONS

Our broad pharmacy network includes all national chains and most local pharmacies. Please refer to your benefit documents for copy information for prescriptions filled at retail pharmacies. Save the most money by choosing generic medications when possible.



NEED HELP? JUST CALL US!

We are here to assist plan members day and night! We are available to our members 24 hours/day, 7 days/week. Please contact us at 844-636-7506 for any questions regarding your pharmacy benefits.

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ASK FOR GENERIC

JUST THE SAME, WITHOUT THE NAME.

WHAT IS A GENERIC DRUG?

A generic drug is a pharmaceutical drug that is equivalent to a brand-name product in dosage form, strength, route of administration, quality, performance, and intended use. A generic drug must meet the same quality and safety standards that brand drugs have.

WHAT IS THE DIFFERENCE BETWEEN GENERIC AND BRAND DRUGS?

You won't find many differences, except for name and price. The manufacturer assigns a brand name, while a generic drug uses the chemical name. Both products have the same active ingredients, strength and dosage form, such as liquid or pill.

DOES EVERY BRAND-NAME DRUG HAVE A GENERIC COUNTERPART?

No. Only about half of the brand-name drugs on the market today have a generic equivalent. Some drugs are protected by patents and are manufactured by only one company.

HOW DOES THE FDA ENSURE THAT GENERICS ARE AS SAFE AND EFFECTIVE AS BRAND DRUGS?

The FDA has strict guidelines around generics. They must be the same chemically, with the same medical effect. All generics undergo a multi-step, scientific review of their ingredients and performance. The FDA periodically inspects manufacturing plants, and monitors drug quality even after generics have been approved.

8 OUT OF 10 PRESCRIPTIONS FILLED IN THE U.S. ARE FOR GENERICS.

Every year, the Food and Drug Administration (FDA) approves many generic drugs that treat a wide range of conditions. These medications have the same active ingredients and work the same way in your body as their brand-name equivalents. Compare drugs by cost using our member portal. Visit www.hchr.com today!

WHY DO GENERIC DRUGS COST LESS?

The cost of developing new drugs is expensive. Generic drug makers don't have high marketing and upfront investment costs, but they must show that their product is identical, or bioequivalent to a brand-name drug. You may also save money through a lower copay.

HOW MUCH CAN YOU AND YOUR PLAN SAVE?

The savings based on cost of the drug can be substantial. Your out-of-pocket cost will generally be less when you choose a generic medication. Consult your plan for copay details.

THE COST OF A GENERIC DRUG IS 80 TO 85 PERCENT LOWER THAN THE BRAND-NAME PRODUCT.

To develop and sell new medications, brand-name drug manufacturers spend a lot of money on research, development, promotion and advertising. Generics do not have these costs and so higher prices are not passed along to the customer.

Learn more about generics by talking to your doctor, pharmacist or other healthcare provider.
The FDA includes helpful information via www.fda.gov // (888) 463-6332 // druginfo@fda.hhs.gov
*source: U.S. Food and Drug Administration












MEMBER

ACCESS YOUR PRIVATE, SECURE MEMBER PORTAL TODAY
VISIT HCHRX.COM - MEMBER PORTAL

MEMBER PORTAL

This private, secure website is designed just for you. Your pharmacy plan information is available and kept up-to-date in real time.

EASY ACCESS ALLOWS YOU TO:

-  Manage all your prescriptions on a single dashboard
-  Keep track of your health history
-  Learn more about your prescription drugs
-  Compare prices at local pharmacies
-  Find your lowest prescription cost
-  Transfer your prescription to a different pharmacy
-  Locate your pharmacy and get driving directions
-  Track your individual and family spend
-  Take it all with you through the mobile app

HOW TO REGISTER

Visit hchr.com and click on the member portal button. Grab your HCH Rx ID card and click "activate your account". From there, enter your member ID shown on your ID card and proceed with completing your personal information to activate your account.

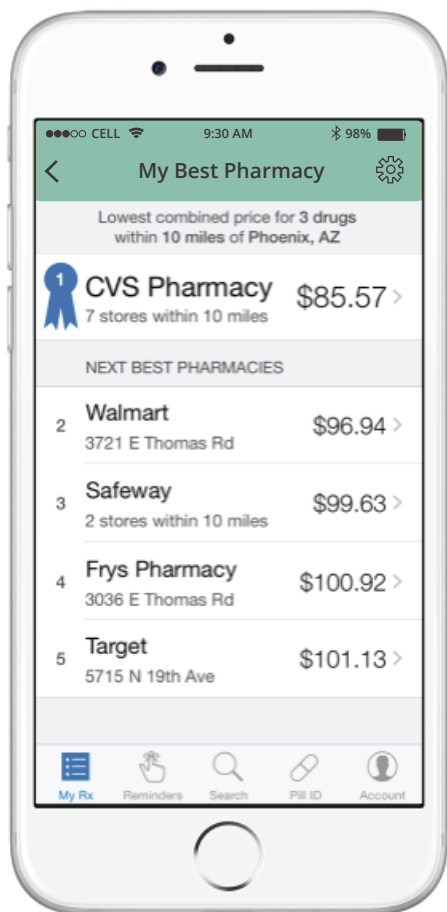
Questions? Call member services at 844-636-7506.

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MOBILE APP

GOOD HEALTH IS IN YOUR HANDS



The mobile app provides easy, on-the-go access to your personalized health information. Once you have your member ID number, download the app to take advantage of the benefits your pharmacy plan offers.

WITH THE MOBILE APP IN YOUR POCKET:

-  Stay on top of medication refills. See when refills are due, get refill reminders and quickly contact your pharmacy.
-  Pull up your medication history anytime to show your doctor what medications you are taking.
-  Learn about medication side effects and interactions.
-  Find network pharmacies by ZIP code or location, then check and compare current prescription prices.
-  Learn ways to save on your prescription by switching from brand name to generic or splitting a higher dosage pill.
-  Track individual and family spend.

Managing your prescription medications is a key part of managing your health. Take your medication information with you wherever you are with the mobile app.

Get the app by searching for Healthcare Highways Rx On-The-Go at the Apple App Store.



Have questions? For more information, call or click today at 844-636-7506 // www.hchr.com
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MAIL DELIVERY

Healthcare Highways Rx has partnered with WellDyneRx to provide excellent Mail Delivery. Mail Delivery offers free delivery of medications to a convenient place - home, work, or doctor's office. We recommend this service if you take a medication on an ongoing basis. Here's what you need to know to use the service.



REFILLING PRESCRIPTIONS

WellDyneRx offers several easy ways to order your prescriptions. We will send a reminder when it's time to refill your prescription. The best time to order refills is when you have a 14 day supply of your medicine left.

By Phone: Order by calling WellDyneRx Member Services at 1-888-479-2000

By Mail: Mail original prescriptions with Member ID and patient's date of birth to WellDyneRx.



PAYMENT

Payment is required with every prescription order. WellDyneRx accepts Visa, MasterCard, American Express, Discover, check, check by phone, or money order. We also accept payment cards for flexible spending and health savings accounts. Once you have registered, you can add or update your payment cards online or through our automated phone system.



MEDICATION PREFERENCE

WellDyneRx substitutes FDA-approved generic equivalent drugs for any brand name medications ordered, if available and permitted by your doctor. A generic drug is a variation of a brand name that has the same effectiveness, quality, safety, and strength, as confirmed by the FDA. If you prefer to receive only brand medications and pay the additional cost, please contact Member Services.



PRESCRIPTION ORDER STATUS

Check the status of your prescription order by calling WellDyneRx at 1-888-479-2000. We also provide email alerts to track the status of your prescription orders. Request "email" for your contact preference to receive order information, refill reminders, and shipment notification. Automated phone messages are available for select order statuses and refill reminders.



MEMBER SERVICES

Member services representatives at WellDyneRx are available 24 hours a day, 7 days a week to answer questions and help with your mail delivery prescription orders.

Pharmacists are available for consultations 24 hours a day 7 days a week if you have questions about your medications, including how to take it, what to do if you miss a dose, side effects or drug interactions. For medical emergencies, please call 911.

By Phone: 1-888-479-2000
1-888-900-6570 TTY

By Email: Memberservices@welldynrx.com
Pharmacist@welldynrx.com

**Please allow one business day for a response to your email.*

Mailing Address:

WellDyneRx, P.O. Box 90369
Lakeland, FL 33804

GET STARTED

1. Get started by registering for Prescription Delivery Service. You'll need to provide insurance, contact, and health information for you and your covered dependents. You will also need to provide a payment method.

Enroll by calling HCH Rx Member Services at:
844-636-7506

By Mail: Complete the Prescription Delivery Service Registration Form and mail to WellDyneRx.

2. Your doctor must write your prescription for a 90-day supply (or the number of days your plan allows for mail service). There may be limitation on some medications, such as controlled medications, due to state and federal laws. Send your prescriptions to WellDyneRx:

Electronically: This is the quickest way to fill your prescription. Ask your doctor to electronically send your prescription to WellDyneRx Prescription Delivery Service.

By Fax: 1-888-830-3608 or 1-877-221-1259. Only prescribers may fax prescriptions to a pharmacy.

By Mail: Write your Member ID and patient's date of birth on the prescriptions, and mail to WellDyneRx.

