

HEALTHCARE HIGHWAYS RX

Healthcare Highways Rx will be administering our prescription benefit with recommendations and support by RxResults. Healthcare Highways Rx and RxResults as a team are dedicated to giving you the best service and resources to help you and your family stay on the highway to good health. Healthcare Highways Rx is effective the first of the month following 60 days of employment to everyone enrolled in our BCBS medical plan.

USING YOUR 2018 PRESCRIPTION DRUG CARD AT RETAIL

You will receive a new member ID card following your enrollment, prior to your January 1st effective date. Please present your new ID card along with your prescription to any of the 68,000+ retail pharmacies every time you fill your prescription. You can look up a pharmacy by zip code using the [member portal](#) at or by downloading the HCH Rx app directly to your mobile device. This private, secure website is designed just for you. Your pharmacy plan information is available and kept up-to-date in real time. It provides easy access that 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 www.hchrx.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.

EVIDENCE BASED PRESCRIPTION DRUG PROGRAM BY RXRESULTS

The evidence based prescription drug program is designed to help keep healthcare costs down for both you and your healthcare plan while conforming to national guidelines and/or best practices with respect to drugs used to treat certain medical conditions. Managing prescription costs also helps control future health plan premium costs for our plan participants. *The plan pays the cost of the average quantity of a preferred alternative for any reference priced drug. The member pays the difference in cost between the lower cost preferred alternative and the reference priced drug, if they choose to fill the reference priced drug. If a member has tried, was unsuccessful with all preferred alternatives and had a medical concern, they or their prescriber should call RxResults. A medical review will be done to consider an override of the reference price penalty.

RxResults will be sending or may have already sent you a personalized letter on behalf of your plan if your current drug therapy is impacted by upcoming benefit changes. The letter will identify the drug impacted along with other related information.

For example, if you are currently prescribed a high cost specialty drug, Healthcare Highways Rx will provide you with other drug alternatives along with more cost-efficient options. This allows you the time to speak with your physician about any impacted drug changes and gives you an opportunity to determine the best decisions for you. Should you choose to continue with the higher cost drug, you will pay the difference in the price.

PRIOR AUTHORIZATION

Your prescription benefit program may have a prior authorization process for certain medications. Prior authorization is a requirement that your physician obtains approval from your health plan to prescribe a specific medication for you. Your pharmacist will notify you if your medication requires a prior authorization.

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.

HEALTHCARE HIGHWAYS RX 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. They 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 their 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
- By Email: Memberservices@welldynerx.com

GET STARTED

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. 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.