

# Questions and Answers About Your GHI Prescription Drug Program

## Prescriptions Filled at Retail Pharmacies

**Q. Where can I have my retail prescriptions filled?**

**A.** Beginning July 1, 2008, you will be using GHI's network of participating pharmacies to have your prescriptions filled. The network includes more than 40,000 pharmacies nationwide, including more than 7,000 pharmacies in the tri-state area.

**Q. Can I have my prescriptions filled at pharmacy chains?**

**A.** The network is comprised of many well-known pharmacy chains, including CVS, Duane Reade, Pathmark, Eckerd, Rite Aid, and Walgreen's, as well as many independent pharmacies.

**Q. How can I find out if my pharmacy is in the network?**

**A.** You will be able to access a directory of participating pharmacies by visiting GHI.com or by calling GHI Pharmacy Services at **(877) 444-3614**.

**Q. Will I need to present a new GHI ID card when filling prescriptions?**

**A.** Yes. You will receive a new GHI ID card prior to July 1, 2008, when the new pharmacy program becomes effective. You will need to use the new card when filling prescriptions at a participating pharmacy beginning July 1. Please be sure to discard your current GHI ID card as of July 1.

## Home Delivery of Prescription Drugs

**Q. Am I required to receive certain drugs by home delivery?**

**A.** Home delivery offers the convenience of taking delivery of a 90-day supply of medications at your door, and may enable you to save money on your copayments, depending upon your GHI benefits plan. Under certain GHI benefits plans, members who take "maintenance drugs," which are used for the treatment of chronic conditions like diabetes or asthma, are required to obtain them by home delivery. Please refer to your GHI Certificate of Coverage and applicable riders or call GHI Pharmacy Services at **(877) 444-3614** to determine if that rule applies to you.

**Q. What happens if I currently have a home delivery prescription through ESI?**

**A.** If you currently use Express Scripts, Inc. (ESI) for home delivery prescription drug service, your prescription refills, if available, will be transferred to Medco effective July 1, 2008. To receive shipments of those transferred prescriptions, please follow one of these steps:

- Visit medco.com, use your GHI member ID number and a recent prescription number to register, then click on Order Center. Covered household members 18 or over should register.
- Call Medco at **(877) 204-8150**. Have your ESI prescription number handy when you call.
- Complete the Medco By Mail order form we will be mailing to you in the near future, affixing your refill slip if you have one, and return it to Medco in the postage-paid envelope provided.

**Q. Will current prescriptions for all home delivery drugs be transferred?**

**A.** Prescriptions for certain controlled substances and compound medications cannot be transferred. You will need to obtain a new prescription from your doctor for them. If you request a refill that cannot be transferred, please call GHI Pharmacy Services at **(877) 444-3614**.

**Q. How do I request home delivery of a new prescription?**

**A.** To fill a new home delivery prescription beginning July 1, 2008, complete the Medco By Mail order form that we will be mailing to you in the near future, and mail it with the prescription and required copayment to Medco. You may include more than one new prescription in your order. You may also ask your doctor to call Medco at **(888) 327-9791** for instructions on how to fax the prescription(s). Only doctors may fax prescriptions, and your doctor must have your member ID number to do so. Please allow 7 to 11 days for delivery from the day Medco receives the prescription(s).

**Q. Can I check on the status of a home delivery prescription order?**

**A.** To check the status of your order, visit [medco.com](http://medco.com) and choose Order Status, or call Medco at **(877) 204-8150**. Please note that you will need your GHI member ID number and your prescription number(s) to access this information.

**Q. How are medications sent through the home delivery program?**

**A.** Medications are sent via standard mail service, with no postage costs charged to you. Express shipping is available for an additional fee.

## Formulary

**Q. What is a formulary?**

**A.** A formulary is a list of appropriate, preferred drugs for your doctor to utilize when prescribing required medications. When your doctor prescribes drugs included on the formulary, you can maximize your prescription drug coverage and limit your out-of-pocket costs.

**Q. Is the formulary changing?**

**A.** The formulary is remaining largely the same. Effective July 1, 2008, some new drugs will be added while others will be removed.

**Q. What happens if a drug I am taking that is on the current formulary is not included on the new one?**

**A.** If you are currently taking a prescribed formulary drug that is not included on the new GHI formulary, you can continue to use that drug and pay the same copayment you currently pay, provided that there is no interruption in your use of that drug lasting for more than 120 days. If there is an interruption of more than 120 days in your use of the drug, you will have to pay the non-formulary copayment.

**Q. Will I receive a copy of the new formulary?**

**A.** A copy of the new formulary will be enclosed with your new member ID card, which will be mailed to you before the July 1 effective date.

## Specialty Drugs

**Q. What is a specialty drug?**

**A.** Specialty drugs are typically injectable drugs used to treat conditions such as multiple sclerosis, growth deficiencies, fertility issues, and hepatitis C.

**Q. How are specialty drug prescriptions filled?**

**A.** Beginning July 1, 2008, you must have your specialty drug prescriptions filled through ICORE Pharmacy Services, GHI's specialty pharmacy. You cannot fill specialty drug prescriptions at a GHI retail pharmacy or through the Medco home delivery program. Some non-injectable drugs used in combination with specialty drugs are also available through ICORE, which will fill your prescription and send the medication to your home.

**Q. Do I need to register with ICORE to have specialty drug prescriptions filled?**

**A.** Yes, you must register with ICORE to have specialty drug prescriptions filled. You can register with ICORE by calling them at **(866) 554-2673** or submitting to them a completed Specialty Pharmacy Member Enrollment Form available from ICORE.