

Your WellPorte Pharmacy Mail Order Benefit At-A-Glance

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Three Ways to Send the Pharmacy Your Prescription

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| 1. Get treated by your workplace clinic: | Your WellPorte workplace clinic staff will send the pharmacy your prescription directly |
| 2. Ask your non-clinic doctor to fax your prescription: | This is the fastest and easiest way for a non-clinic doctor to process your prescription |
| 3. Bring your non-clinic prescription to your workplace clinic: | Your WellPorte workplace clinic can send your hardcopy prescription directly to the pharmacy |

**please note the pharmacy cannot accept prescriptions transferred from another pharmacy or faxed from a non-licensed medical facility (such as a home or office fax).*

Key Points About Your Benefit

➤ **Enrollment Form**

Employees and dependents need to complete a one-time enrollment form. Your WellPorte workplace clinic and HR department will provide you with a short enrollment form to get started.

➤ **Coverage**

All employees on a WellPorte health plan qualify for the mail order pharmacy benefit.

The following are eligible for the WellPorte mail order pharmacy benefit:

- Prescriptions up to \$600 in cost per 90 day prescription, and \$200 for a 30-day prescription
- Diabetic needs such as meters, test strips and lancets
- Brand and Generic prescriptions.
Note: the pharmacy will substitute a generic for a branded medication if available

The following are not eligible for the mail order benefit:

- Over the Counter (OTC) medications
- Certain specialty medications such as fertility injections

➤ **Processing Time**

If the pharmacy has an accurate enrollment form on file, and if there are no clarifications needed on the prescription, the mail order pharmacy will process your prescription and ship it to you (via US mail or another carrier) within approximately seven business days.

Frequently Asked Questions

➤ **Enrollment Form**

- **Do I need an enrollment form for my dependents?** Yes. The enrollment form has individual mailing information and safety information such as allergies.
- **Can not having an enrollment form on file delay my prescription?** Yes. The pharmacy cannot process your prescription without the enrollment form on file.

➤ **Coverage**

- **My prescription is over the cost limit. Can I pay the difference or ask the pharmacy to reduce the quantity prescribed?** No. The pharmacy can only fill a prescription as ordered by your doctor. The WellPorte benefit does not allow you to pay the difference.
- **What happens if my prescription is not eligible?** If your medication is not eligible for the mail order benefit, you may be able to use your traditional medication plan to cover your prescription. Please contact the WellPorte HR department with benefit questions.
- **Are over the counter (OTC) medicines eligible for the mail order pharmacy benefit?** No. OTC medicines should be filled at your local retail pharmacy.
- **Is there a copay for my medications?** No. There is no copay for medications eligible for your mail order benefit.

➤ **Processing Time**

- **How long will it take to process my order?** If there are no clarifications needed which would affect the accuracy of the prescription (such as illegible writing, dose that doesn't exist, recalled medication) the pharmacy will process your order and mail your medicine using US mail or another carrier within approximately 7 business days.
- **I need this medication immediately. Can the pharmacy rush my order?** No. The mail order benefit is designed to cover non-urgent prescriptions. Prescriptions for urgent medications should be filled at a local pharmacy.

WellPorte Human Resources Department:
Matt Cook, Office: 219-324-8975

Young at Heart Pharmacy
Customer Service: 866-308-4990,
Fax: 877-513-6937
Address: PO Box 3504, Carmel, IN 46082