



NY44 Health Benefits Plan Trust – Pharmacy Benefit FAQs

Your Pharmacy Benefit FAQs – Brought to you by Capital Rx!

Outlined below are some questions and answers to help you better navigate your NY44 Health Benefits Plan Trust pharmacy benefit offered to you by Capital Rx, your new prescription benefit provider beginning on July 1st, 2021. For any additional questions, please contact your dedicated Capital Rx Customer Care team at **(833) 772-2779**. The NY44 Health Benefits Plan Trust dedicated Capital Rx Customer Care phone line above is available 24 hours a day, 7 days a week to answer any questions you may have about your prescription benefit plan. Your health is our priority!

1. Who is Capital Rx?

Answer: Capital Rx is a next generation pharmacy benefit manager, overseeing prescription benefit plans on behalf of employers, unions, and you- our members. We work hard every day to ensure your prescription plan is cost-effective while never losing sight of our ultimate mission: your health. [Check out our video to learn more about who we are!](https://www.youtube.com/watch?v=sng1yBjgEjk) – or copy and paste this link into your browser: <https://www.youtube.com/watch?v=sng1yBjgEjk>

2. What is a Pharmacy Benefit Manager (PBM)?

Answer: A pharmacy benefit manager (PBM) processes prescription drug claims on behalf of you and your plan sponsor (usually your employer, union, etc.). In order to provide this service, we contract and negotiate with retail pharmacies and pharmaceutical manufacturers to provide the right balance of drug access and cost-effectiveness.



3. Can I still fill my prescriptions at my preferred pharmacy with Capital Rx?

Answer: Capital Rx maintains [a national network of more than 60,000 pharmacies](#), including all national chains and most independent pharmacies. However, with some prescription benefit plans, certain pharmacies may be excluded from the network. To confirm the network status of your preferred pharmacy, beginning on July 1, 2021, please log in to our [member portal](#) and click on Nearby Pharmacies to find a pharmacy near you. Once you arrive at the pharmacy, don't forget to show the pharmacist your ID card to ensure you only pay the out-of-pocket cost associated with your prescription benefit plan. For any additional questions, please contact Capital Rx at **(833) 772-2779**.

4. Is my current (or new) prescription covered by Capital Rx?

Answer: Your coverage for each prescription drug is outlined on [our formulary](#) (i.e. preferred drug list). Although most prescription benefit plans use one of our normal formularies, some plan sponsors require customization to best serve the needs of their membership. To confirm the coverage status of a medication- including if a prior authorization, step therapy, or quantity limit applies- please consult the formulary specific to your prescription benefit plan by logging into our [member portal](#) beginning on July 1, 2021. If you have additional questions, call us at **(833) 772-2779**.

5. How do I know what my out-of-pocket cost (i.e. copay or coinsurance) will be with Capital Rx?

Answer: What you pay for a prescription is determined by how your employer/plan sponsor has structured your prescription benefit. Although this information is not outlined on our formulary, you can access a Summary Plan Document (SPD) or Schedule of Benefits on the [NY44 Health Benefits Trust's website](#). This document will outline your out-of-pocket obligation for different types of medications (generics, preferred brands, non-preferred brands, specialty medications, etc.). You can also access this information on our [member portal](#) by clicking on forms and documents beginning on July 1, 2021. If the health plan option you elected has a deductible, you will be required to pay the full (discounted) cost of the medication until your deductible is met. If you have additional questions, call us at **(833) 772-2779**.



6. How do I request reimbursement for my pharmacy claim if it did not process through my pharmacy benefit?

Answer: If for any reason you were unable to apply your prescription benefit at an in-network pharmacy to fill a prescription, you can make a request for reimbursement by completing our [Direct Member Reimbursement \(DMR\) form](#) and mailing it to the below address, along with the original receipt from the pharmacy (please make a copy for your own records). It is important that you provide us with as much detail as possible so that we can process your claim appropriately for reimbursement. Dependent on your plan's elections, you may be reimbursed directly for covered prescriptions. Prescriptions filled at out-of-network pharmacies are not covered under your plan.

Capital Rx, Inc.

Attn: Claims Department
228 Park Avenue South, Suite 87234
New York, NY 10003-1502

7. How do I receive mail order delivery of my maintenance medication?

Answer: If you have a prescription for a maintenance medication (i.e. long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol), mail order delivery is **mandatory** under your plan. Mail order provides you with greater savings on most prescription benefit plans and saves you the time spent traveling to a retail pharmacy, waiting in line, etc. Additionally, mail order provides an easier way to complete refill requests.

To get started with mail service, you may either:

- E-prescribe: Have your doctor e-prescribe to: Walmart Pharmacy Mail Order 2625.
- Fax: Have your doctor fax your prescription to 1-800-406-8976. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.
- Mail: Mail us your prescription and a completed [Walmart Mail Order Form](#) to: 1025 W. Trinity Mills, Carrollton TX, 75006.
- Please note: For prompt delivery, please provide your payment information by mailing in your completed order form or by calling your dedicated Customer Care team at **(833) 772-2779**.



8. What do I need to do for my Mail Order prescriptions?

A. If you have a current, active (additional refills still remaining) prescription(s) *

**For members with current mail order prescriptions with Wegmans and ProAct:*

- i. Capital Rx will be obtaining files from Wegmans and ProAct to transfer any remaining refills to Walmart Mail Order fulfillment center. (except for those noted below)
- ii. You will still need to register on-line with Walmart.com to provide payment information (i.e. credit card)
- iii. The member portal will be available on July 1st (additional details of how to register will be posted to the NY44 website)

B. For new mail order prescriptions after July 1, 2021:

- i. If you are prescribed a 90-day prescription for maintenance medications (e.g. long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol), you are required to fill these prescriptions through mail service. As you work to setup up home delivery with Walmart, you will have access to two, 30 day supply, grace fills at a retail pharmacy to ensure consistent access to your maintenance medications.

Getting started with Walmart mail service:

Prior to your first fill by mail, please call **1-800-236-7563** or mail a completed order form to **1025 W. Trinity Mills, Carrollton TX, 75006**. This form can be downloaded at www.walmart.com/homedelivery.

Choose one of the following options to submit your prescription:

E-prescribe: Have your doctor e-prescribe to **Walmart Pharmacy Mail Order 2625**.

Fax: Have your doctor fax your prescription to **1-800-406-8976**. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.

Mail: Mail us your prescription and completed order form to **1025 W. Trinity Mills, Carrollton TX, 75006**.



C. If you have a current prescription but your last refill will run out before July 1, 2021:

- i. Depending on the days supply left, you will need to contact your physician to obtain a new prescription to submit to Walmart Pharmacy Mail Order (see instructions below)
- ii. In some instances, again, depending on the days supply remaining, you may need to request two written prescriptions, one for a retail fill (30-day supply) and another for the mail order (90-day supply) with the appropriate refills. Discuss this with your physician to ensure no interruption in your medication.
 - o ***Please note: As you work to set up home delivery with Walmart, you will have access to two, 30 day supply grace fills at a retail pharmacy to ensure consistent access to your maintenance medications.***
- iii. You can have your physician submit the new mail order prescription using any one of the following options:
 - o E-prescribe: Have your doctor e-prescribe to: Walmart Pharmacy Mail Order 2625.
 - o Fax: Have your doctor fax your prescription to 1-800-406-8976. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.
 - o Mail: Mail us your prescription and a completed [Walmart Mail Order Form](#) to: 1025 W. Trinity Mills, Carrollton TX, 75006.
 - o Please note: For prompt delivery, please provide your payment information by mailing in your completed order form or by calling your dedicated Customer Care team at **(833) 772-2779**.
- iv. Once you have registered and set up your profile with Walmart, and request a prescription to be filled, there is about a 5 day turn-around time before you receive your order at your home.

D. If you have a current prescription and it is for either a controlled substance (i.e. pain medication) OR a compound drug (drug that requires mixing of multiple ingredients), these prescriptions cannot be transferred from the Wegmans and ProAct:

- v. You will need to contact your physician and explain your pharmacy benefits administrator is changing from PBD to Capital Rx effective July 1st and request the physician to provide a new written prescription.
- vi. Your physician can follow one of the options noted above to submit the prescription to Walmart Pharmacy Mail Order.



9. How do I check the status of my mail order prescription?

Answer: Mail order prescriptions are handled by Capital Rx's contracted mail order pharmacy partner, Walmart Home Delivery. For up-to-date information on the status of your mail order prescription, call your dedicated Customer Care team at **(833) 772-2779**.

10. How do I fill my Specialty medication?

Answer: If you are prescribed a specialty medication (e.g. multiple sclerosis, hepatitis C, oncology, HIV, and many others), you can quickly and easily order your prescription by following the steps below. For additional specialty pharmacy questions, please call your dedicated Capital Rx Customer Care team **(833) 772-2779**.

Step 1:

- E-prescribe: Have your doctor e-prescribe to Walmart Specialty Pharmacy
- Fax: Have your doctor fax your prescription to 1-866-537-0877
- If prior authorization is required, your doctor may need to take additional steps to submit your prescription.

Step 2:

- A representative from Walmart Specialty Pharmacy will call you to get more information and schedule your first delivery.

Step 3:

- Your prescription will arrive when and where you've requested. After you enroll and your first delivery has been scheduled, we will stay in touch over the course of your therapy and call with monthly refill reminders or to address any questions about your treatment.

Please note:

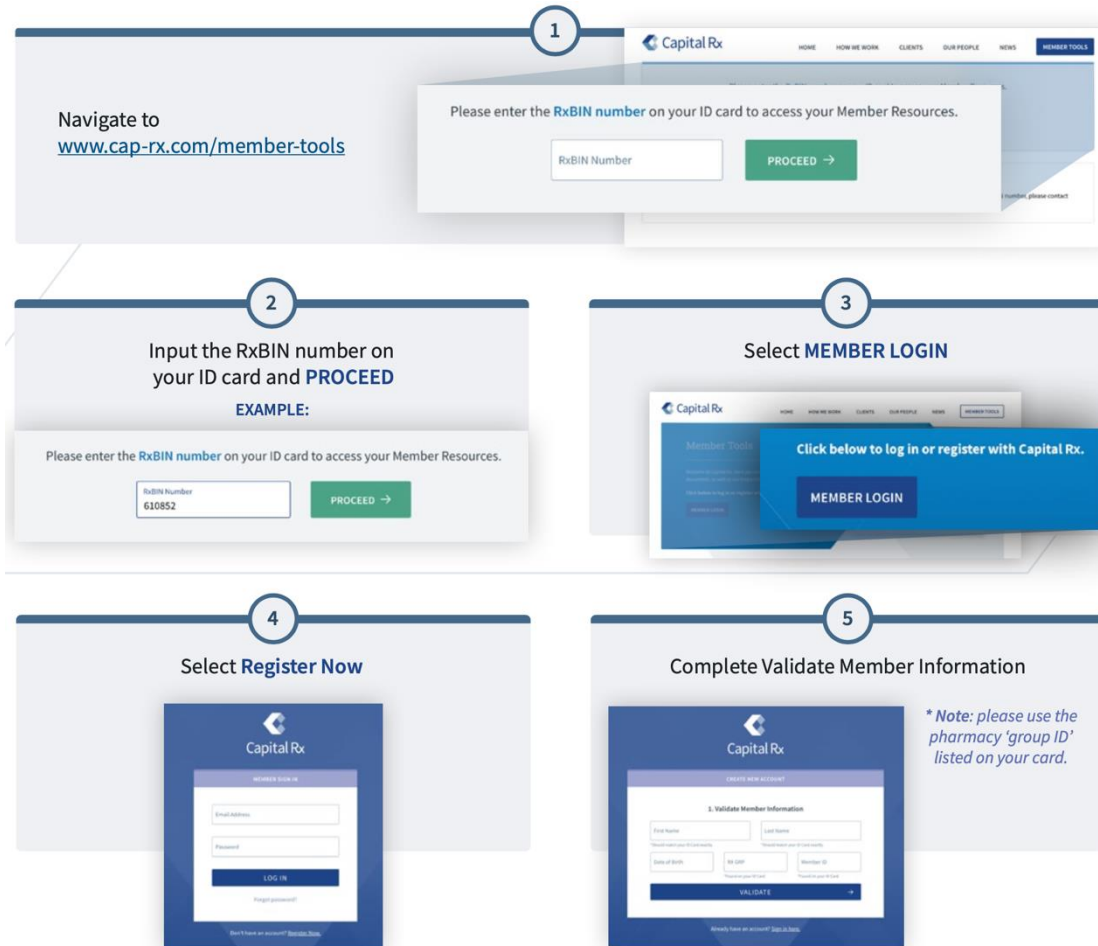
- Walmart, our preferred Specialty pharmacy partner, strives to fill and ship your medication to you as quickly as possible. A Walmart Pharmacy associate will immediately let you know if there are any issues that may delay fulfillment such as prior authorizations or quantity limits. A Walmart Pharmacy associate will work with you and your physician to try and get any prior authorizations completed as quickly as possible, and will help determine the best way to get the medication you require.



- **NY44 is also implementing a separate funding solution for certain specialty medications under the Trust's health plan options. If you are currently on a specialty medication, please also refer to separate information provided regarding that additional funding solution.**

11. How do I access my Capital Rx member tools and resources?

Answer: Starting on July 1st, 2021 you can register on the member portal or our mobile app. Our digital resources are available through our desktop and native mobile app, creating a seamless healthcare experience for your members. Through our digital tools, we remove barriers to care and make it easy to understand your pharmacy benefits, allowing you to make important prescription drug decisions for you and your family. Please see the below instructions on how to register in our [member portal](#).





12. What can I do when I register my account on the member portal and mobile application?

Answer: Starting on July 1st, 2021, digital tools have all the features you would expect and more. Please see the below features that will be available:

- Search for the lowest cost drug at surrounding pharmacies near you and beyond.
- Find a pharmacy
- View your claims history
- View your digital pharmacy card
- Look up drugs that are covered under your pharmacy benefit plan
- Display accumulators (deductible and out-of-pocket) and look up co-pay and coinsurance information

13. How do I download the Capital Rx mobile application?

Answer: Starting on July 1st, 2021 you can register on our mobile app. To download the Capital Rx mobile app, search “Capital Rx” on the Apple or Google Play app stores. The desktop member portal and mobile application follow the same registration process. Please follow the same registration process as outlined above in in question #10.

14. What if I need to fill a prescription and don’t have my physical ID card at the pharmacy?

Answer: You can provide the pharmacy with your member ID and the following information. This should be all they need to process the claim. If the pharmacy is still unable to process, you can have them contact Capital Rx at **(833) 772-2779** or reference your ID card processing information on your member portal or mobile app.

- RxBIN: **610852**
- RxPCN: **CHM**
- RxGroup: **JD72**

15. How do I replace a lost ID card?

Answer: Starting on July 1st, 2021, to request a replacement Prescription ID card, please call Capital Rx at **(833) 772-2779**. For immediate needs, please log in to our [member portal](#) to view your ID card processing information.



16. What is a Prior Authorization (PA)?

Answer: A prior authorization (PA) is a feature of your prescription benefit plan that requires you and your physician to obtain approval before the prescribed medication can be dispensed by a retail or mail order pharmacy. This requirement exists to prevent inappropriate prescribing of certain medications and to ensure the lowest cost alternative is used (barring medical necessity). To submit a prior authorization (if required) please complete the [prior authorization request form](#) and fax it (along with any additional documentation required) to (833) 434-0563. Most prior authorization reviews are completed within two business days provided that a complete prior authorization request form and all required documentation are correctly submitted. Our clinical team will notify you in advance of any declinations and assist in expediting your patient to a preferred alternative therapy. Prior authorization request forms can also be sent via mail to the below address:

Capital Rx, Inc.

Attn: Prior Authorization Department
228 Park Avenue South, Suite 87234
New York, NY 10003-1502

For additional prior authorization questions, please call your dedicated Capital Rx Customer Care team **(833) 772-2779** or the Prior Authorization department at (888) 95CAPRX (888-952-2779).

17. What is a step therapy (ST)?

Answer: A step therapy (ST) is a feature of your prescription benefit plan that requires you try another medication (usually a generic) before being prescribed the medication designated with step therapy (usually a brand). This requirement exists to prevent inappropriate prescribing of certain medications and to ensure the lowest cost alternative is used. If your physician prescribes, or wants to prescribe, a medication designated with step therapy, please have them call your dedicated Capital Rx Customer Care team (833) 772-2779.

18. What is a quantity limit (QL)?

Answer: A quantity limit (QL) is a feature of your prescription benefit plan that only allows you to receive up to a maximum dosage or quantity for certain medications (e.g. opioids). Quantity limit requirements exist to ensure safe and effective doses are prescribed and to prevent waste, fraud, and abuse. If you and your physician require a dose or quantity beyond what the quantity limit allows, please submit a prior authorization, including medical justification for the larger dose or quantity.



19. How do I authorize a family member or care giver to manage my pharmacy benefits?

Answer: A Personal Health Information Disclosure form is available to allow members to manage and access your pharmacy benefits. To fill out and submit the form electronically, please click this link: [Personal Health Information Disclosure Form](#)

If you prefer, you can download the form and mail it back to the address below. To download, open the link above, select "Options" in the top left corner and click "Download PDF".

Capital Rx, Inc.
Attn: Customer Care
228 Park Avenue South, Suite 87234
New York, NY 10003-1502

20. Where can I find out how much my copays are for my specific plan?

Answer: Starting on July 1st, 2021, please log in to our [member portal](#). If you have any questions regarding your specific coverage, please call your dedicated Capital Rx Customer Care team **(833) 772-2779** – or you can access the applicable SPD on the [NY44 Health Benefits Trust's website](#)

21. What formulary has NY44 Health Benefits Plan Trust selected and where can I find what medications are on it?

Answer: NY44 Health Benefits Plan Trust has selected the Capital Rx [Freedom Formulary](#). This list of drugs is covered by your pharmacy prescription benefit, however, there are some drugs on this list that display as covered on the formulary but may not be covered if your plan does not include coverage of certain categories. If you have any questions regarding your specific coverage, please call your dedicated Capital Rx Customer Care team **(833) 772-2779**.