



Welcome to MedImpact

Frequently Asked Questions Regarding Pharmacy Benefit Changes

Q: What pharmacy benefit manager (PBM) is replacing CitizensRx?

A: MedImpact will be your new PBM starting January 1, 2021. MedImpact works with your health plan to help you get the right prescription drugs to treat your conditions.

Our goal is to make it as easy as possible to get you the medication you need.

Q: If I have questions, who can I talk to?

A: Starting January 1, 2021, you can call MedImpact toll-free at 833-229-3594 (TTY dial 711). We are available 24 hours a day, 7 days a week, year around.

Q: Can I see my pharmacy benefit information online?

A: Yes. After January 1, 2021, MedImpact provides benefit details at www.medimpact.com or on our mobile app. The mobile app can be downloaded from your app store after January 1, 2019.

Once you register, you can sign in to your account to:

- View your drugs
- Check drug prices
- See lower-cost options
- Find pharmacies near you
- View copayment info
- Check formulary status
- View prior authorization (PA) status

Q: Is my retail pharmacy in the MedImpact network?

A: Yes. You may fill your prescriptions at your current retail pharmacy.

You may get a 30-day outpatient prescription drug at one of 65,000 MedImpact participating retail pharmacies. To find a pharmacy near you and get driving directions, sign into www.medimpact.com and use the online Pharmacy Locator tool.



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Q: Will I receive a new ID card?

A: Yes, you will be receiving new ID cards in December.

Q: If I don't receive my new ID card?

A: You also can access your ID card in your member portal.

Q: My pharmacy can't fill my prescription. Who can help?

A: Have your pharmacy call the Pharmacy Help Desk on or after January 1, 2021 for assistance.

Pharmacy Help Desk: 833-229-3594 (TTY dial 711)

Hours: Available 24 hours a day, 7 days a week, year around.

MedImpact PBM information:

RxBIN: 003585

PCN: ASPROD1

RxGRP: LSU01

Q: Can I get the drugs I take every month filled at retail pharmacies?

A: Yes, you can get up to a 30 day supply at your retail pharmacy.

Q: Can I continue to use CitizensRx for home delivery service for mail?

No. The new mail-order pharmacy is MedImpact Direct[®]. To get started, call (855) 873-8739 (TTY dial 711) or have your prescriber fax your prescription to (888) 783-1773.

You will need a new 90-day supply prescription from your prescriber. Go to www.medimpactdirect.com for details.

If you use mail order today, you will receive a letter with more detail in December.

Mail-Order Vendor: MedImpact Direct[®]

Customer Service: (855) 873-8739 (TTY dial 711)

Email: customerservice@medimpactdirect.com



MedImpact.com

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For security and privacy reasons, please do not include personal health information in your email.

Q: What if I have refills remaining for mail order at CitizensRx?

A: Remaining refills with CitizensRx will be transferred to MedImpact Direct[®]. If you need medication in this transition, refill your prescription with CitizensRx so you don't run out. Controlled substance prescriptions and prescriptions with no refills will not be transferred. The staff at MedImpact Direct[®] will help you get new prescriptions for these drugs.

Q: I take specialty medication. Can I still use CitizensRx?

A: No. You will get your specialty medications through the MedImpact Direct Specialty[®] Program. They will work with your contracted pharmacies to dispense your medication.

MedImpact Direct Specialty[®] will send you a letter in December if you are using specialty drugs. The pharmacy will call you to get started.

Specialty Program: MedImpact Direct Specialty[®]

Customer Service: (877) 391-1103 (TTY dial 711)

Hours: 8:00 a.m. to 8:00 p.m. Eastern Time, Monday-Friday

Email: specialtyhub@medimpactdirect.com

For security and privacy reasons, please do not include personal health information in your email.

Q: How will I know if my prescriptions are covered?

A: Starting January 1, 2021 visit www.medimpact.com where you can search for medications that are covered under your plan.

You will need to register to sign in to your account.

Q: Will my prior authorization (PA) with CitizensRx be transferred to MedImpact?

A: Yes. If you have active PAs with CitizensRx, they will be transferred to MedImpact. If the PA expires before January 1, 2021, you will need to work with your prescriber to get a new PA with MedImpact.



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Q: How do prescribers obtain a PA for a medication?

A: Prescribers can call MedImpact Help Desk on or after January 1, 2021 for help.

MedImpact Help Desk:

833-229-3594 (TTY dial 711)

Hours: 24 hours a day, 7 days a week