

Pyramid Healthcare

&

EmpiRx Health

Your New Pharmacy Benefit
Program Manager

Effective: August 1, 2022



Precision.
Performance.
Delivered.



Your New Pharmacy Benefit Program

Welcome to EmpiRx Health!

Beginning August 1, 2022, EmpiRx Health began managing your pharmacy benefit.

What is changing?

- Your new mail order pharmacy is the **BeneCard Central Fill**
- Digital engagement tools to optimize benefits:
 - **myempirxhealth.com** member portal
 - **EmpiRx Health App** available on Google Play and the App Store
- Live Member Services and Pharmacist support is available 24 hours a day, 7 days a week at **1-877-241-7123**

What is not changing?

- Your copays and maximum out of pocket amounts
- Your retail pharmacies; EmpiRx Health partners with over 63,000+ stores, including most chain and most independent pharmacies
- We will continue to require 90-day fills for all maintenance medications

Pyramid Healthcare 2022 Pharmacy Benefits At-A-Glance

The following is an overview of your prescription drug benefit with EmpiRx Health

Retail (30-day Supply)		Retail (60-day Supply)		Mail Order (90-day Supply)	
After HDHP Deductible Where applicable	Copay	After HDHP Deductible Where applicable	Copay	After HDHP Deductible Where applicable	Copay
Generic	\$10	Generic	\$20	Generic	\$30
Preferred Brand Name	\$80	Preferred Brand Name	\$160	Preferred Brand Name	\$240
Non-Preferred Brand Name	\$130	Non-Preferred Brand Name	\$260	Non-Preferred Brand Name	\$390

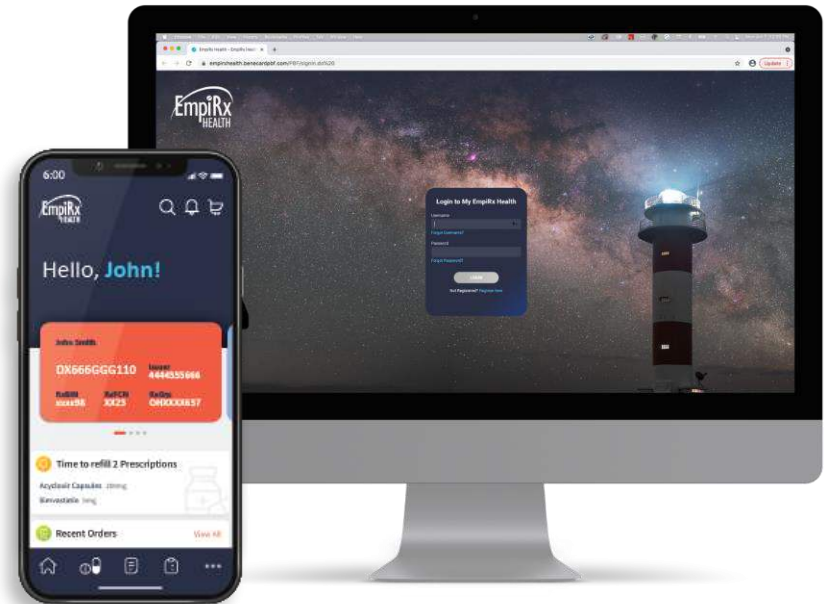
HDHP Deductible QHD Basic: \$2,500 Individual and \$5,000 Family
 HDHP Deductible QHD Value: \$5,000 Individual and \$10,000 Family

Contact EmpiRx Health Member Services for specific drug coverage questions at
1-877-241-7123

EmpiRx Health Member Portal & App

Manage your prescriptions easily online and on-the-go with EmpiRx Health digital tools

- <ID Card>
- Prescription History
- Mail-order Refills
- Claims Detail & History
- Drug Information & Pricing
- Pharmacy Search & Directions
- Benefits Information
- And so much more



Registration is easy. Please visit myempirxhealth.com.

Your Mail Order Pharmacy

EmpiRx Health uses BeneCard Central Fill for mail and specialty pharmacy fulfillment. Mail-order is an option for you to obtain maintenance medications.

EmpiRx Health will be receiving any remaining refills from your current mail-order Order Pharmacy.

To order refills, you have 3 options:

1. Online

Visit myempirxhealth.com or the App to register, login, and select Prescriptions, Recent Prescriptions, and Select Refill

2. Phone

Call Member Services toll-free, 24/7, at 1-877-241-7123

3. Mail

Send the Refill Request Order Form provided with your last shipment to BeneCard Central Fill in the pre-addressed envelope

Frequently Asked Questions:

How can I find a participating network pharmacy?

You can use your EmpiRx Health ID card at over <63,000 pharmacies nationwide, including all pharmacy chains.> You can locate a nearby network pharmacy by logging on to myempirxhealth.com or calling 1-877-241-7123 toll-free.

What is a clinical review, and why is it necessary?

A clinical review of the request for medication is typically due to potential side effects, interactions, and FDA-guidelines. This is a safety measure to ensure you're getting the most appropriate treatment possible. EmpiRx Health will work directly with your physician to obtain the necessary information before your prescription is filled. Once the review is complete, you'll be notified by mail, or via the online member portal. You can also check your status on the member portal any time at myempirxhealth.com.

How can I find out if a particular prescription is covered by my benefits?

You can check coverage easily by calling 1-877-241-7123 or logging onto myempirxhealth.com for details.

How can I find out if generic or lower-cost alternatives may be available to me?

Log onto the member portal myempirxhealth.com and select "Drug Pricing." Then search for your medication. If a generic is available, you'll see the cost for both the brand and generic. You can also call 1-877-241-7123 or consult with your physician or pharmacist.

Why does my copayment change from month to month?

We do not set the cost of medications. Pricing fluctuates based on market cost and may vary by pharmacy. If your copay is based on a percentage, rather than a fixed dollar amount, the cost can be different depending on which pharmacy you use and the pricing of the medication at the time.

Frequently Asked Questions

Who do I call with questions regarding my prescription?

Call EmpiRx Health Member Services toll-free at 1-877-241-7123, 24 hours a day, 7 days a week.

Who do I call with questions regarding my eligibility?

To confirm your eligibility, call EmpiRx Health Member Services at 1-877-241-7123. You can also contact your benefits office with questions surrounding your and/or your family's eligibility.

How do I locate a participating network pharmacy?

You may use your EmpiRx Health ID card at over 63,000 pharmacies nationwide including <all> <most> major chain pharmacies. You can find a network pharmacy by logging onto myempirxhealth.com or by calling Member Services at 1-877-241-7123.

Where can I view the current preferred medication list?

The preferred medication list is available on myempirxhealth.com. EmpiRx Health Member Services is always available to answer any questions you may have at 1-877-241-7123.

Will refills on my current prescriptions at the mail order pharmacy carry over to EmpiRx or will my doctor need to submit new prescriptions?

Yes, valid prescriptions with remaining refills will be transferred to the new mail order pharmacy to allow you to acquire refills without disruption.> Be sure to contact EmpiRx Health Member Services at 1-877-241-7123 to order medications without delay.

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Frequently Asked Questions:

What is a Preferred Medication List?

The preferred medication list serves as a guide to clinically and therapeutically-appropriate medications covered under your plan. This does not take the place of your physician or pharmacist's judgment regarding your individual needs. Refer to myempirxhealth.com to review the most recent preferred medication list.

Savings with Generic Medications:

Generic equivalent drugs must meet the same Food and Drug Administration (FDA) standards for purity, strength, and safety as brand-name drugs. They must also have the same active ingredients and absorption rate within the body as the brand-name version, but they typically cost less. If you wish to take advantage of this savings opportunity, speak with your physician about the use of generics.

You may also want to consult with your pharmacist regarding generic drug options that may be available to you.

Direct Member Reimbursement:

If you must pay out of pocket for medication covered by your plan, submit a Direct Member Reimbursement Form. You can obtain a copy of the form online at myempirxhealth.com. In addition to the form, you will need to provide an itemized receipt showing the following details: the amount charged, prescription number, medication dispensed, manufacturer, dosage form, strength, quantity, and date dispensed. Your pharmacist can assist you if you do not have a detailed receipt. Direct reimbursement is based on your plan benefits, and the amount reimbursed may be significantly lower than the retail price you paid. Always try to use a participating network pharmacy and present your ID card to reduce any unnecessary out-of-pocket expenses.

Frequently Asked Questions:

What is a Specialty Pharmacy?

Specialty pharmaceuticals are typically produced through biotechnology, administered by injection, or require special handling and patient monitoring.

Through the specialty pharmacy, you receive personalized attention to help you manage your medical condition, including one-on-one counseling with our team of pharmacists and trained medical professionals.

Our clinical team partners with you and your prescribing doctor to ensure you understand:

- How to manage your condition
- What medications you have been prescribed
- How to take your medication
- What lower-cost options may be available
- How to coordinate delivery of your medication
- How to safely handle and store your medication

Thank You

Precision. Performance. Delivered.