

## Welcome to your prescription drug benefit plan!

ProAct, Inc., is a full-service Pharmacy Benefit Management company. From innovative programs to high-touch member services – you are covered under our care.



### Mail Order

ProAct's mail order program is a reliable, cost effective way to securely receive maintenance medications at the convenience of your doorstep.

#### Set up your Mail Order Profile in two easy ways:

- 1. BY PHONE:** Call 1-866-287-9885 to speak to a representative. ProAct will create a Mail Order Profile and coordinate with your physician(s) to gather your prescription(s) on your behalf.
- 2. ONLINE:** If you haven't already, visit [www.proactrx.com](http://www.proactrx.com) to create a member portal account. After your portal account is created, you can then set up a Mail Order Profile by filling out the form located under "Mail Order". Once your Profile is active\*, we will just need your prescription(s)! Ask your physician(s) to e-scribe a 3-month supply to "ProAct Pharmacy Services".

\*Mail Order Profiles take up to one business day to be active within our system.

### Prior Authorization

Some medications, due to cost, type of medication, or plan benefit will require prior authorization. ProAct is committed to helping you avoid any delays in getting your medications.

#### Here's what you should know:

If you need a prior authorization to continue filling your prescription, don't worry! In order to provide a smooth transition and prevent members from experiencing a lapse in therapy, ProAct has a **one-time override**† policy for claims that may reject for prior authorization.

Upon receiving notification of rejection at a local or mail order pharmacy, due to prior authorization, call the ProAct Help Desk.



Call the Help Desk:  
**877-635-9545**



#### ONE-TIME OVERRIDE



Contact your provider to initiate the Prior Authorization Process

† This process does not apply to any excluded medications. If a drug is not included within your formulary, it is not a covered benefit.



### Online Resources

ProAct's member portal at [www.proactrx.com](http://www.proactrx.com) contains a variety of resources to support your pharmacy benefit needs, such as:

- Dashboard
- Benefit Overview
- View Claims History
- Transfer Prescriptions to Mail Order
- Manage Mail Order Prescriptions
- View and Print Temporary ID Cards
- Drug Pricing Tool
- Pharmacy Finder
- Formulary Look Up
- ProAct Messenger



### Specialty Pharmacy

Noble Health Services is a patient-focused specialty pharmacy. Specialty medications may cost more than traditional medications and often require extra attention. Noble starts working with you as soon as they receive a prescription from your physician to provide copay and benefits assistance and clinical support. They are available 24/7/365 to assist with any situation that may arise.

[www.noblehealthservices.com](http://www.noblehealthservices.com)



Caring people are never more than a phone call away, any time of day.

We're always here when you need us.



24/7/365 Member Support: 1-877-635-9545