



Welcome to your new prescription drug benefit plan!

Health insurance plan changes can create uncertainty. ProAct is here to ensure that your pharmacy benefits are easily accessible, when you need them most. Here are 5 ways to prepare *before* walking in the pharmacy door.

How does the pharmacy get your new insurance information?

To fill a prescription, the first thing the pharmacy will need is your new insurance information. It's important to provide the pharmacist with your new ID card so they can verify your prescription benefit and copays.

If you're enrolled in your new plan, but your card hasn't arrived in the mail yet, it might be possible to print off a temporary card through ProAct's member portal. To access this feature* and many more tools, complete the registration process online at proactrx.com/accounts/register/

*Please note that this feature is only available *after* your pharmacy benefit officially transitions to ProAct.

What is a "tier" and how does it work?

Drug lists are typically divided into different categories or "tiers". Usually these include: generic (tier one), preferred brand (tier two), non-preferred brand (tier three), and specialty medications (often referred to as tier four). The copay you are responsible for paying at the pharmacy is determined by what tier level your medication falls into.

What is prior authorization and why is it important to me?

There will be some drugs on the ProAct drug list that require a prior authorization. This helps ensure that you are getting the most cost effective drug for your condition.

You may need to meet certain requirements or try a preferred drug before ProAct will approve the drug you are requesting.

Your drug list is available on ProAct's member portal. This will help you to identify if your drug will require a prior authorization. To access this feature and many more tools, complete the registration process online at proactrx.com/accounts/register/

If you experience a rejection at the pharmacy because your drug is requiring a prior authorization, DO NOT LEAVE THE PHARMACY. Contact ProAct right away, and we can assist in an immediate resolution.

How do I know if I can still utilize my pharmacy?

ProAct's pharmacy network includes over 64,000 pharmacies nationwide. To confirm if your local pharmacy is a part of our network, please use the "Network Pharmacies" tool online at proactrx.com/pharmacy-finder/

Or simply call our member support center at any time to confirm.

Have you considered mail order?

If you take a daily maintenance medication, you may want to consider getting your prescriptions through mail order. Most plans will allow for a 90-day fill of your prescription medication at a reduced copay or coinsurance.

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



Enrolling in ProAct's mail order program is easy!

1. Set up your Mail Order Profile online at proactrx.com/mail-order/1/#register or by calling 866-287-9885.
2. Submit your prescription(s) request here: proactrx.com/programs/rtm/enroll/

ProAct will coordinate with your physician(s) to gather your prescription(s) on your behalf.

Refills are easy, as you can order online or via phone. You can even enroll in Auto-Refills!

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: **877-635-9545**