



NY44 Health Benefits Plan Trust – Specialty Drugs/Payer Matrix FAQs

We understand there have been many questions regarding the prescription drug change to Capital Rx and, specifically, to the specialty drug program administered by Payer Matrix. The following represent many of the questions and concerns raised by enrollees and school personnel. We are providing this FAQ to assist enrollees in understanding how this change may impact them or their dependents. This notification also will confirm Payer Matrix is a legitimate, secure organization which will be handling the administration of most specialty drugs for the NY44 Health Benefits Plan Trust ("Trust") and its participating schools and enrollees.

1. Who is Payer Matrix?

Answer: Payer Matrix is a team of dedicated healthcare professionals who partner with the Trust to reduce the cost of your high dollar specialty prescription drugs. We do that by working directly with you to obtain alternative funding through the drug manufacturer, foundations, and grants.

2. How will I know if my current specialty drug is eligible for Payer Matrix?

Answer: For existing specialty drugs, a report for the most recent twelve months of prescriptions was provided to Payer Matrix. Based on the information in the report, Payer Matrix could identify those current enrollees who may be eligible for the Payer Matrix program. Payer Matrix issued letters only to those enrollees who might qualify for the alternate funding. Payer Matrix also contacted enrollees directly to start the process.

3. I've received a call (or voice mail) from a Reimbursement Care Coordinator (RCC) from Payer Matrix and they are requesting I provide certain information. Is this a legitimate call?

Answer: Yes. The call from Payer Matrix is legitimate. If you or your covered dependent (under age 18) qualifies for the program, you can expect to receive a "welcome call" from Payer Matrix. The person calling will likely refer to themselves as a Reimbursement Care Coordinator or RCC. During the welcome call, the RCC will explain how the Payer Matrix program works in detail and will likely ask you for some information. If you receive a call like this, we encourage you to answer the phone or return the call so the information can be set up in Payer Matrix's system.

4. I've heard that Payer Matrix is requesting financial information, like W2's, pay stubs or Tax information? Is this true? And why?

Answer: Yes, Payer Matrix will be asking information from you regarding the specialty drug prescription you are taking. They will likely ask for your physician's name and depending on the drug, they may ask for documents that support your income and/or financial need (i.e. pay stubs, W2's, etc.).

As noted earlier, the Payer Matrix program is based on Payer Matrix obtaining alternate funding through the drug manufacturers, foundations, or other grants. Each of these alternate funding sources have different requirements to qualify for full funding of the drug. Some requirements may be based on income or financial need and others may not. For example, some copay assistance programs do not require any financial information. The requirements will vary by specialty drug and by the alternate funding source.

Payer Matrix is using this income information to determine if the member can qualify for one of the alternate funding sources, this information does not impact your enrollment in the Trust's Plan or the pharmacy benefit administered by Capital Rx. Payer Matrix does not release this information to other entities including the Trust, Trust staff or Capital Rx.

5. How will I know if I am approved for the alternate funding?

Answer: Payer Matrix will remain in contact with the impacted enrollee throughout the entire process. Payer Matrix will notify the enrollee directly when they are approved. Payer Matrix will remain involved with the enrollee even after they are approved and will continue until the enrollee no longer needs that medication or if the medication is changed to another non-specialty drug.

6. Will Payer Matrix coordinate this program for me with my physician?

Answer: Yes. During the welcome call with the member, Payer Matrix will ask for your prescribing physician's name and phone number. Payer Matrix will also request for verbal authorization to contact your physician to explain the program. Payer Matrix cannot or will not request any information from the physician until they receive the enrollee's written consent. The written consent is included in the initial set up packet explained during the welcome call.

7. How do I contact Payer Matrix?

Phone: [877-305-6202](tel:877-305-6202)

Email: customerservice@payermatrix.com

Go to www.NY44.e1b.org for information regarding the prescription drug change to Capital Rx or other information regarding the plan.