

NY44 Benefits Open Forum Questions and Answers

On December 7, 2023 the NY44 Benefits Sub-Committee conducted a presentation about the change that Capital Rx is making to replace Walmart as the provider for home delivery and specialty medications with Optum. The change is effective January 1, 2024.

A recording is available at: <https://www.ny44.e1b.org/about/meeting-minutes> under 2023 Sub-Committee Documents.

Below are the questions asked by the attendees and which were responded to at the end of the presentation.

The questions and answers have been edited for clarity and conciseness.

- 1. When Optum calls the members on December 18th will they be able to set up their accounts at that point, with their credit card payment information?*

Optum will be able to explain to them how to do that during the call. However, the account with Optum Home Delivery or Optum Specialty Pharmacy can't be set up **until one week prior to the January 1, 2024, change**. Members can call the Capital Rx Customer Care number (833-772-2779) if they need help, and the call center will be open on New Year's Day.

- 2. If a Member has a medication set up on automatic refills how will that be handled during the transition to Optum?*

That will have to be done once the member's Optum portal is set up and after the change to Optum is completed on January 1, 2024.

- 3. Will we be receiving new handouts from Capital Rx that will have Optum listed versus Walmart, so we can provide them to new employees during their onboarding?*

Yes. New materials, such as Capital Rx packets, welcome booklets, and welcome flyers will be posted on the website once the change is effective.

- 4. I am getting my specialty medication from Wegmans', and it is due for pickup in the beginning of January 2024. Will there be any interruption?*

In general, a specialty medication would not be filled at Wegmans. However, there might be a special individual situation where there may be an override or other consideration of why that's occurring. But if a member is currently filling a true specialty medication today in retail, there shouldn't be any impact to this transition. However, if a member has any questions about their individual situation, they should always call the Capital Rx Customer Care number, 833-772-2779, which is open 24/7.

5. How do we know if our prescriptions are specialty? I recently had an issue with Flovent at Wegmans.

At the Capital Rx portal there is a formulary lookup tool that's available. That information is tied to the NY44 benefit design and network. Members can search for the drug by name and find out if a medication is available at a retail location or if it is a specialty medication it will be noted as such.

Flovent has stopped manufacturing for January 1, 2024, but there are alternatives. Your physician may need to change your prescription to one of those or you can call the Capital Rx Customer Care number, 833-772-2779, for help.

6. If a member has recently had a prescription filled, after the Capital Rx change letters were sent in November, how will they be notified of what to do?

If a member did not receive a transition letter or does not receive a phone call, that means they may have started utilizing a mail order or specialty medication very recently. So, if you've recently started a medication with Walmart, mail order or specialty, call the Capital Rx Customer Care number, 833-772-2779 to verify that your prescription was transferred to Optum.

7. A small number of members received a change letter from Capital Rx and were directed to a pharmacy other than Optum for specialty medications. Why did that happen?

There are some medications called limited distribution drugs. The pharmaceutical manufacturer restricts the dispensing of these to certain pharmacies. Members with one of these prescriptions will not be transferred to Optum, the medication will be transferred to one of these limited distribution pharmacies such as Amber LDD Specialty, Onco360 LDD Specialty or CVS LDD Specialty.

8. If a member who did not qualify for Patient Advocacy Program (PAP) through Payer Matrix but has been using a discount card for that medication will that continue to be applied going forward, or does it need to be resubmitted?

If a Member does not qualify for the Patient Advocacy Program (PAP) through Payer Matrix, then the applicable specialty medication is covered under the Capital Rx program. However, the Member would need to provide the discount card information or manufacturer coupon to Optum mail order or home delivery starting January 1.

9. I just wanted to confirm that the change from Walmart to Optum is only for mail order drugs and specialty drugs. Everything else goes through Capital Rx, correct?

Yes, correct. If you're filing any medication through Payer Matrix, it's staying with Payer Matrix. If you're filing any medication at a retail pharmacy, it stays with that retail pharmacy. So, for example, Members can continue to use Walmart for retail prescriptions, usually a 30-day supply, but Walmart will no longer be available for home delivery of maintenance medications, usually a 90-day supply, or specialty medications. Wegmans or Stony Point