

# Frequently Asked Questions



## MedImpact

### What is a Pharmacy Benefit Manager (PBM)?

**A:** MedImpact is your PBM. A PBM administers the pharmacy portion of your healthcare benefits, as defined by your plan sponsor. We work with your plan sponsor and your network pharmacies to provide timely, important information about your medicine, including how to take it, potential side effects, any lower-cost drug options, and more.

With MedImpact, you can fill your prescriptions with ease and convenience using one of three options: Retail Pharmacy, Mail Order Pharmacy, and Specialty Pharmacy.

Under the Enloe Medical Center Value Plan, you must fill your prescriptions at the Enloe Outpatient Pharmacy.

Under the Enloe Medical Center Classic Plan, you can fill your prescriptions at any pharmacy but you will have the lowest out-of-pocket costs at the Enloe Outpatient Pharmacy.



## Your ID Card

### How Do I Use My ID Card?

**A:** You can find your pharmacy benefit information on your medical ID card. Use it to fill your prescription at the pharmacy counter or to register for an online account. Make sure to show your pharmacist your new ID card so they can update their information. Your pharmacist will need this information to process any prescriptions.

### Can I Use My Member ID Card in Another State?

**A:** Yes. If you are traveling and you need to fill a prescription, you can use your card at any pharmacy in your pharmacy network to fill a prescription. To find a pharmacy that is part of your pharmacy network, click on the Pharmacy Locator link that is in the menu bar and enter your criteria.



## Formulary and Benefit Design

### What is a Formulary?

**A:** There may be more than one drug that can treat your condition. Your plan sponsor can “prefer” certain drugs that are just as effective and appropriate. These drugs are called “formulary/preferred product” and may be offered at a lower cost. Ask your doctor if a formulary/preferred drug would be right for you.

### What is a Pharmacy Benefit Plan?

**A:** A pharmacy benefit plan refers to coverage of specific pharmacy-related products and services as defined by a plan sponsor.



## Prescription Cost

### How Much is the Copay for My Medication?

**A:** The copay for your medication depends on the medication type and your health plan. You and your covered dependents will have the lowest prescription cost when filling your prescription at the Enloe Outpatient Pharmacy.

### Where Can I Get My Prescription Filled for the Lowest Cost?

**A:** Your Enloe Outpatient Pharmacy will be where you can fill your prescription for the lowest cost. Visit our Pharmacy Locator tool at [www.medimpact.com](http://www.medimpact.com) for more information.



## Pharmacies

### Can I Get My Medication at a Pharmacy That Does Not Take Part in My Plan?

**A:** Yes, but it may not be at the lowest price possible. If you choose to buy a covered drug at a non-network pharmacy for your plan, you may have to pay a higher amount or even the entire cost.

### Where Can I Find an In-Network Pharmacy?

**A:** Enloe Pharmacy is your preferred in-network pharmacy. However, MedImpact contracts with more than 64,000 pharmacies in the nation, which makes it easy to find a network pharmacy. Not all pharmacies will be included in your pharmacy network, but finding a pharmacy that is in-network is easy. You can find an in-network pharmacy by searching the Pharmacy Locator tool at [www.medimpact.com](http://www.medimpact.com).



## Medications

### What is A Generic Medication?

**A:** A product that has the same active ingredient(s), is the same strength, and the same dosage form as its brand-name drug. It is referred to by its chemical name and is often made available when the patent on the brand-name drug ends.

### What is a Specialty Medication?

**A:** Your pharmacy benefit may include some products that are called “specialty” medications. Most of these medicines need to be injected or need special care when shipping, such as refrigeration. As a result, you may be required to use a specific specialty pharmacy to get specialty medication.



## Prior Authorizations

### What is a Prior Authorization (PA)?

**A:** Plan sponsors sometimes require specific drugs to be reviewed against a set of criteria to determine if the plan will cover the medication. The PA process looks at whether or not a member meets the criteria for coverage.

To check on the status of a prior authorization, call MedImpact customer center toll-free, at **1-800-788-2949**.

### What is Step Therapy?

**A:** Step therapy is a type of prior authorization that requires you to try a more cost-effective and safe drug before a more costly or risky drug will be covered.

## Contact Us

Have more questions? Contact MedImpact by calling us toll-free at **1.888.265.7422**. You can also visit us online at [www.medimpact.com](http://www.medimpact.com).

## About MedImpact

MedImpact is a pharmacy benefit manager who works with your health plan to get you the medication you need. Our goal is to make it as easy as possible for you by working with your health plan and pharmacy to provide timely and essential information about your medicine, including how to take it correctly, potential side effects, any lower-cost drug options, and more.

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

**One Source. Lower Cost. Better Care.™**

Copyright © 2019 MedImpact Healthcare Systems, Inc. All rights reserved.