



EUTF

Hawaii Employer-Union Health Benefits Trust Fund (EUTF)

PPO Prescription Drug Plan

Active Employees

Non-Medicare Eligible Retirees



**Overview of Plan Changes
Effective July 1, 2009**



EUTF

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I. Important Information

Welcome to informedRx!

informedRx is the Pharmacy Benefit Manager (PBM) that administers the Hawaii Employer-Union Health Benefits Trust Fund (EUTF) Prescription Drug Plan for Active Employee and non-Medicare Eligible Retiree participants enrolled in HMSA and HMA Preferred Provider Organization (PPO) medical plans.

Note: National Medical Health Card, Inc. (NMHC) was renamed informedRx as a result of an acquisition by SXC Health Solutions, Inc. in May 2008.

There are no immediate changes to your existing prescription ID card. Please continue to present your prescription ID card to your local retail pharmacy.

Purpose of Overview

This overview provides a description of upcoming plan changes that will become effective on July 1, 2009. This notice contains important information about your prescription drug benefit. You should keep this and future notices along with other EUTF benefit information so that you have up-to-date information.

Note: The terms “you” and “your” referred in this overview mean you and your eligible family member(s) that are participants of the EUTF Prescription Drug PPO Plan. “We,” “us” or “our” refers to informedRx. The EUTF Prescription Drug Plan administered by informedRx is referred to as “Plan” or “EUTF-informedRx Prescription Drug Plan.”

2009 Benefit Plan Changes

The EUTF has approved benefit changes to the prescription drug program for all Active Employee and non-Medicare Retiree Eligible participants effective July 1, 2009.

In an effort to provide quality health benefits while containing costs, informedRx will be implementing the following changes on behalf of the EUTF:

- Generic Drug Incentive Program
- Removal of Formulary Grandfathering
- Utilization Management Guidelines
- Maintenance Mail Order Program
- Reference-Based Pricing
- Ascend SpecialtyRx
- Specialty Drug Tier

Note: This booklet contains general information about Plan benefits, including clinical guidelines and sample drug listings. Always seek the advice of your physician with any questions that you may have regarding your current and future drug therapy or medications.

Questions

For more information on your prescription drug plan, please contact informedRx Customer Care Center. Customer Care Center contact information may be found in Section V on page 26.

II. Description of Plan Changes

Affordable prescription coverage is a key component in your overall health care. To address rising prescription drug costs, the EUTF has worked with informedRx to develop a pharmacy program that helps improve the quality of prescription drug therapy while containing Plan costs. With the EUTF-informedRx Prescription Drug Plan, you have access to the broadest possible selection of prescription drugs. The following Plan changes are effective July 1, 2009.

Generic Drug Incentive Program

Generic medications are manufactured after the patent for a brand medication expires and are approved by the U.S. Food & Drug Administration (FDA). They have the same active ingredient(s) and clinical effects as the comparable brand name medication. Generic medications may be manufactured by several pharmaceutical companies, and may vary in size, shape and color.

The Generic Drug Incentive Program requires participants to use a generic equivalent medication, when available, in place of the associated brand name medication. When a generic medication is utilized, the standard generic co-payment will apply. However, if you or your physician chooses to use a brand medication rather than the generic equivalent, you will be required to pay the standard generic co-payment plus the difference in the cost of the generic and brand.

informedRx recognizes that some participants have a clinical need for the brand name product. In these cases, a prior authorization (PA) process is available for those who require brand name medications. For the PA process, the prescribing physician must document a clinical failure or drug allergy to the generic medication in question.

It is important to note this program offers a financial incentive for you to use the generic equivalent without compromising care as

generic medications have the same efficacy and are priced lower than brand name medications.

Removal of Formulary Grandfathering

To ease the transition from the HMSA Prescription Drug Plan to the EUTF-informedRx Prescription Drug Plan in 2007, the EUTF allowed participants that were utilizing an HMSA Preferred drug (but categorized as an informedRx Non-Preferred drug) to be “grandfathered” at our Preferred drug tier co-payment level. This “grandfathering” allowed participants to pay a lower co-payment for their medication with the EUTF-informedRx Prescription Drug Plan.

Effective July 1, 2009, the “grandfathering” of HMSA Preferred drugs will expire. All Non-Preferred medications will require the applicable co-payment according to the current plan design regardless of the co-payment previously charged.

Listed below are examples of HMSA Non-Preferred medications that had been previously “grandfathered” along with our Preferred Alternative.

<u>Non-Preferred</u>	<u>Preferred Alternatives</u>
Aciphex	Prilosec OTC, omeprazole 10mg
Actonel	alendronate, Boniva, Forteo, Miacalcin
Actonel with Calcium	alendronate, Boniva, Forteo, Miacalcin
ALLEGRA-D	Claritin-D, loratadine-D
Avalide	Atacand HCT, Benicar HCT, Diovan HCT
Avapro	Atacand, Benicar, Diovan
Cozaar	Atacand, Benicar, Diovan
Hyzaar	Atacand HCT, Benicar HCT, Diovan HCT
Lexapro	citalopram, fluoxetine, paroxetine, setraline

For a complete listing of drugs, please visit the “Links to Carrier Web Sites” located on the EUTF website at <http://www.eutf.hawaii.gov>.

To avoid paying a higher out-of-pocket co-payment for Non-Preferred medication, you may want to speak with your physician to determine if a Preferred medication is appropriate for your treatment. Any change in your drug therapy will be on a voluntary basis and should be discussed with your physician.

Utilization Management Guidelines

In an ongoing effort to effectively manage your prescription drug benefit, clinical guidelines have been included as part of your prescription benefit plan design.

The drug benefit includes the addition of the following three clinical guidelines:

1. **Quantity Limitations** – Ensures you receive the medication in the quantity considered safe by the FDA, medical studies and input, review, and approval from the informedRx National Pharmacy and Therapeutics (P&T) Committee.
2. **Step Therapy** – Requires the use of lower-cost alternatives (First-Line Agents) prior to gaining access to more costly brand name products.
3. **Contingent Therapy Protocol** – Ensures medications are being used as approved by the FDA.

The table below is a listing of medications that are affected by these clinical guidelines.

Quantity Limitations

	<u>Affected Medications</u>	<u>Quantity Limitations</u>
<i>Drugs Used for Pain:</i>	All acetaminophen containing narcotic products (i.e. Vicodin, Lorcet, Lortab, etc.), Avinza, Kadian, MS Contin, Opana, Opana ER, Ultram, Ultram ER, Ultracet, Stadol NS, Toradol & Duragesic Patches	Varies by product
<i>Drugs Used for Nausea:</i>	Anzemet, Emend, Kytril & Zofran	Varies by product

Step Therapy

	<u>Affected Medications</u>	<u>First-Line Agent</u>
<i>Antidiabetic Agents*:</i>	Januvia, Janumet, Actos, Actoplus Met, Avandia, Avandamet, Avandaryl & Duetact	metformin
<i>Antidepressants*:</i>	Antidepressants available as brand only such as: Cymbalta, Effexor XR, Lexapro, Luvox CR & Pristiq	generic antidepressants such as: sertraline, paroxetine, fluoxetine, etc.
<i>Osteoporosis Agents:</i>	Fosamax D, Actonel & Boniva	alendronate

Contingent Therapy Protocol

	<u>Affected Medications</u>	<u>Protocol</u>
<i>Drugs Used for Pain:</i>	Actiq & Fentora	Concurrently using along with a cancer agent or anti-nausea agent for the side effect of cancer treatment

**Grandfathering: Participants taking this medication within the past 120 days (i.e., March 1, 2009 or later) are automatically approved.*

It is important to talk with your physician before making any changes in your medications. If your physician chooses to leave your current prescription unchanged, please contact informedRx to begin the prior authorization process.

Maintenance Mail Order Program

The Maintenance Mail Order Program requires that you obtain your maintenance medications through informedRx's mail service pharmacy, informedMail, after receiving three (3) fills or up to a 90-day supply (whichever comes first) at a retail pharmacy. Examples of maintenance medications are prescription drugs that are prescribed for the treatment of ongoing or chronic conditions such as high blood pressure, diabetes, heart disease or thyroid condition.

informedMail offers an easy, cost-effective and convenient way to receive your maintenance medications. With informedMail, you will receive up to a 90-day supply of prescription medication. Co-payment information may be found in Section III on page 16.

Medications can be delivered to your home, workplace or alternative location of your choosing. Shipping is free. However, informedMail also offers expedited shipping for an extra charge. Additional information regarding informedMail may be found in the Frequently Asked Questions section (Section IV.B. on page 18).

Reference-Based Pricing

The EUTF-informedRx Prescription Drug Plan includes a Reference-Based Pricing Program which takes into account the many brand name medications having lower costing generics and over-the-counter (OTC) equivalents. With this program, the most cost-effective FDA-approved drug will be designated as the Preferred drug within each of the three (3) drug categories or classes.

The Reference-Based Pricing program applies to the following three drug classes:

1. Cholesterol lowering drugs known as **Statins**
2. Anti-heartburn/ulcer medications known as **Proton Pump Inhibitors or PPIs**
3. Allergy medications known as **Low or Non-Sedating Antihistamines**

For each drug that is included in the Reference-Based Pricing Program, a therapeutic alternative drug exists that is approved by the FDA to treat the same condition. With this program, you have an opportunity to save a significant amount of money by using the therapeutic alternative drug (also known as the Preferred drug).

If you are prescribed and take a Preferred drug, then you will pay the generic co-payment for the drug. However, if you choose to take or continue to take a Non-Preferred drug (the more costly drug) in one of the three drug classes and a therapeutic alternative exists; your co-payment will no longer be a fixed amount, but will vary based on the difference in price of the most cost effective drug (the Preferred drug) and the more costly product (Non-Preferred Drug).

To avoid paying a higher out-of-pocket co-payment for Non-Preferred medication, you may want to speak with your physician to determine if a Preferred medication is appropriate for your treatment.

The following table is a listing of medications that are affected by the Reference-Based Pricing program.

Low Cost Alternative (Preferred Drug)	Co-payment for 30-Day Supply at Retail/90-Days at Mail for the Low Cost Alternative	Non-Preferred Drug	Estimated Co-payment Range for 30-Day Supply for Non-Preferred Drug at Mail or Retail*
simvastatin (Generic for Zocor)	\$5/\$10	Altoprev Crestor (5mg & 10mg) Lescol Lescol XL Lipitor (10mg, 20mg & 40mg) lovastatin Mevacor Pravachol pravastatin Zocor	\$13-\$143
Prilosec OTC** (Brand or Generic)	\$5/\$10	Aciphex Kapidex Nexium omeprazole pantoprazole Prevacid Protonix Zegerid	\$71-\$142
Claritin OTC or Claritin-D OTC** (Brand or Generic)	\$5/\$10	Allegra Allegra-D cetirizine OTC cetirizine-D OTC Clarinet Clarinet-D fexofenadine Xyzal Zyrtec OTC Zyrtec-D OTC	\$6-\$89

*Co-payments and savings are estimates only and may vary based on market price fluctuations.

***These over-the-counter (OTC) medications will be available at the generic co-payment with a valid prescription.*

Ascend SpecialtyRx

The EUTF has moved plan coverage and management of self-administered injectable specialty drugs from the HMSA and HMA PPO medical plans to the EUTF-informedRx Prescription Drug Plan. The EUTF-informedRx Prescription Drug Plan requires participants to obtain specialty medications through Ascend SpecialtyRx.

Note: Ascend SpecialtyRx is a division of SXC Health Solutions, Inc.

Ascend SpecialtyRx uses evidence-based care plans and medication management outreach programs to help participants use these complex medications properly. Medications for the treatment of the following conditions are available through Ascend SpecialtyRx:

- Arthritic Disorders
- Blood Disorders
- Crohn's Disease
- Cystic Fibrosis
- Fabry Disease
- Gaucher's Disease
- Growth Hormone Deficiency
- Hemophilia
- Hepatitis-C
- HIV/AIDS Wasting
- Immune Deficiency
- Multiple Sclerosis
- Neuromuscular Disorders
- Oncology (Cancer)
- Organ Transplant
- Osteoporosis
- Pompe's Disease
- Psoriasis
- Respiratory Syncytial Virus

Ascend SpecialtyRx will send your specialty medications directly to your home or workplace and provide you with expert clinical consultation, when and as you need it. We ship medication through experienced overnight carriers such as UPS. If your medications require special handling or refrigeration, they will be packed and shipped accordingly. There is no extra cost for shipping or handling.

If you are currently receiving your specialty drug through the HMSA or HMA PPO medical plans, you will be transitioned to Ascend SpecialtyRx. The Ascend SpecialtyRx team will be hosting a series of meetings with the EUTF physician community to ensure a smooth transition for participants.

Additional information regarding Ascend SpecialtyRx may be found in the Frequently Asked Questions section (Section IV.C. on page 23).

Specialty Drug Tier

As a result of the plan coverage and management of self-administered injectable specialty drugs moving from the HMSA and HMA PPO medical plans to the EUTF-informedRx Prescription Drug Plan (via Ascend SpecialtyRx), a fourth tier has been added to the Plan's Preferred Drug List to include specialty drugs.

Medications that fall within the Tier 4 (specialty drugs) will be subject to a 20% participant co-insurance. All Tier 4 specialty drugs will have a \$250 co-payment maximum per fill and a \$2,000 out-of-pocket maximum per plan year.

III. Summary of Benefits and Your Co-Payment Obligations

Preferred Drug List

Drugs are placed into each tier based on evaluations made by the P&T Committee, a team of physicians and pharmacists from throughout the country. The P&T Committee meets regularly to review the most current drug therapies and medical studies. From this information, decisions and updates are made to the Preferred Drug List (PDL).

The P&T Committee evaluates clinical information on new-to-market drugs that are typically included in an outpatient pharmacy benefit. The evaluation includes all or part of the following:

- Safety
- Efficacy
- Comparison studies
- Approved indications
- Adverse effects
- Contraindications/Warnings/Precautions
- Patient administration/Compliance considerations

When a new drug is considered for inclusion to the PDL, it will be reviewed relative to similar drugs currently included on the established PDL.

The PDL can be found on the “Links to Carrier Web Sites” located on the EUTF website at <http://www.eutf.hawaii.gov> or by calling the informedRx Customer Care Center.

4-Tier Prescription Drug Program

The Plan’s 4-Tier program is simple. With this benefit, your drugs fall into one of four categories or “tiers.” Each tier has a different co-payment amount.

Drugs on the PDL are organized into different drug tiers, or groups of different drug types. Your co-insurance or co-payment depends on which drug tier your drug is in.

Note: Some drugs are subject to the Reference-Based Pricing Program.

Tier 1: Best Value with Generic Drugs

There are good reasons to ask your physician to prescribe generic drugs. Generic drugs:

- Are FDA-approved and as safe and effective as brand name drugs
- Work the same way as brand name drugs
- Have the lowest co-payment

Tier 2: Good Value with Preferred Brands

We recommend selecting a Tier 2 drug when there is no generic alternative or if your physician decides a brand name drug is most appropriate for your condition. Preferred brand drugs:

- Are clinically safe and effective as shown by data from medical literature
- Are cost-effective, providing the best results at the most affordable price
- Have a moderate co-payment

Tier 3: Non-Preferred Brands

Non-preferred brand name drugs:

- Are drugs with Tier 1 or Tier 2 alternatives (equally safe and effective but generally less costly than Tier 3)
- Are drugs still under review for formulary consideration by the P&T Committee
- Have the highest co-payment

Tier 4: Specialty Drugs

Specialty medications are high-cost oral medications used to prevent organ rejections after transplant, or self-administered injectables used to treat diseases like Rheumatoid Arthritis, Multiple Sclerosis, Hepatitis-C Virus, Crohn's Disease, and others.

Co-Payments

Participant cost share or co-payment applies to most covered prescription drug services and is either a fixed dollar amount, a percentage of the eligible charge, or in some cases, a combination of both. Benefits for prescription drugs vary depending on whether the drug is a Generic Drug, a Preferred Brand Name Drug, a Non-Preferred Brand Name Drug, or a Specialty Drug. Benefit levels also vary depending on whether you use a participating or non-participating pharmacy provider. Co-payments for prescription drugs are listed in the following table*.

Drugs Purchased at a Retail Pharmacy 30-day supply	Participating	Non-Participating
Generic Drug	\$5	\$5 plus 20%
Preferred Brand	\$15	\$15 plus 20%
Non-Preferred Brand	\$30	\$30 plus 20%
Specialty Drug** (via Ascend SpecialtyRx)	20%	Not Covered

Mail Order Drugs 90-day supply	informedMail	Non-Participating
Generic Drug	\$10	Not Covered
Preferred Brand	\$35	Not Covered
Non-Preferred Brand	\$60	Not Covered
Specialty Drug** (via Ascend SpecialtyRx)	20%	Not Covered

*This table does not apply to those drugs that are subject to the Reference-Based Pricing Program.

**All Tier 4 specialty drugs will have a \$250 co-payment maximum per fill and a \$2,000 out-of-pocket maximum per plan year.

IV. Frequently Asked Questions (FAQs)

The following is a compilation of frequently asked questions regarding the EUTF Prescription Drug Plan administered by informedRx that may be of interest to you. You may also contact the Customer Care Center for additional assistance. Customer Care Center contact information may be found in Section V on page 26.

A. General Questions

Who is informedRx?

informedRx is the pharmacy benefit manager that administers the EUTF Prescription Drug Plan for Active Employee and non-Medicare Eligible Retiree participants. National Medical Health Card, Inc. (NMHC) was acquired by SXC Health Solutions, Inc. in May 2008. NMHC has since been renamed informedRx.

Why are there so many changes to the prescription benefit for 2009?

In an effort to contain program costs while ensuring that EUTF participants continue to receive maximum benefits; it was necessary to review the existing prescription benefit plan and implement changes as needed.

When do these new programs go into effect?

The following Prescription Drug benefit programs are effective July 1, 2009:

- Generic Drug Incentive Program
- Removal of Formulary Grandfathering
- Utilization Management Guidelines
- Maintenance Mail Order Program
- Reference-Based Pricing
- Ascend SpecialtyRx
- Specialty Drug Tier

Who do I contact if I have more questions about these new programs?

Please contact the informedRx Customer Care Center toll-free at 1-866-533-6977. The Customer Care Center is available to assist you 24 hours a day, 7 days a week.

B. informedMail (Prescription Mail Order Service)

Why should I use informedMail Service Pharmacy for my prescriptions?

informedMail provides a convenient and cost-effective way for you to order up to a 90-day supply of maintenance or long-term medication for direct delivery to your home, workplace or location of your choosing. By using the mail service program, you minimize trips to the pharmacy while saving money on your medications.

I currently get my maintenance medication filled at my local retail pharmacy. What can I expect after July 1?

Beginning July 1, 2009, the Mandatory Maintenance Mail Order Program goes into effect. To help ease your transition to the new program, you have two options available depending on your current situation.

If you currently obtain your prescription in 30-day supply increments, you will be able to obtain up to three (3) 30-day prescriptions before this benefit is discontinued at the local pharmacy.

If you currently obtain your prescription in 90-day supply increments (equal to three 30-day supplies) you will be able to obtain a single 90-day supply at your local pharmacy before this benefit is discontinued. If you choose this option, please contact the informedRx Customer Care Center and ask for the 90-day fill override. Please note, this is a one time override.

When you have reached either the three 30-day supply or the single 90-day supply, you will need to obtain future maintenance prescription(s) through informedMail.

Will I be notified when I need to start getting my maintenance medications through informedMail? If so, when?

Yes. Effective July 1, 2009, you will receive a letter after you fill your first 30-day supply (or your single 90-day supply) of a maintenance medication at your local retail pharmacy. The letter will direct you to obtain future maintenance medication prescription(s) filled via informedMail.

How do I use mail service the first time?

It's easy to use mail service. Just follow these steps.

1. Have your physician write your prescription for up to 90 days.
Note: If you need your medicine right away, ask your physician to write two prescriptions. The first one you can fill right away at your local drug store. The second one you can mail to informedMail.
2. Fill out the enclosed *Enrollment/Order Form* which includes the *Confidential Patient Profile*. Provide information for you and any family members ordering medication. Write the participant identification number and patient's name on the back of each prescription.
3. Mail the form, the prescription(s) and co-payment (see page 23 for the payment options) in the envelope provided.
4. We will send medications to the address you put on the form.

How do I refill a prescription?

To refill a prescription you have been getting through informedMail, do one of the following:

- Visit us online at <http://www.myinformedrx.com>.
- Call informedMail at 1-866-533-6977.
- Fill out the *Enrollment/Order Form* that came with the last medication delivered to you. Be sure to include your co-payment. Mail it to informedMail.

How do I fill a new prescription?

Follow the instructions below to fill a new prescription through informedMail:

- Fill out an *Enrollment/Order Form*. Write the patient's name and participant identification number on the back of each prescription.
- Mail the form to informedMail. Be sure to include the prescription(s) and payment information.
- For your convenience, your physician may also call or fax a prescription to informedMail. Physicians may call toll-free to request your prescription. Physicians may fax prescriptions to 1-800-881-1889. When calling or faxing, your physician will need to provide your name, participant ID number, and prescription information. Please note, in order for a fax transmission to be legally valid, the fax must originate from the physician. All state laws apply.

Is my information kept private?

We ask you for some personal information. We keep this information completely private. We use this information to make sure you get the best care possible.

Am I charged for shipping?

No, shipping is free. However, informedMail also offers expedited shipping for an extra charge.

If I pay for expedited shipping when will it arrive?

informedMail offers expedited shipping to bypass normal transit times with the postal service. The actual prescription processing times vary due to numerous quality checks and exceptions that may arise (e.g., additional information required from your physician, eligibility issues, prior authorizations, drug interactions, etc.). These are necessary steps to ensure the health and safety of our participants as well as provide the highest level of quality in the processing of your prescriptions. Upon completion of your order it will be shipped based on your expedited selection.

When will I receive my order?

You should receive your order within 14 days. Once the prescription is received by informedMail it normally takes one to two days to be filled and mailed if no additional information or clarification is required. Please allow a few extra days for your first order. If you have questions or do not get your order in 14 days, please check the website at <http://www.myinformedrx.com> or contact informedMail toll-free at 1-866-533-6977.

Some situations that can delay a prescription from being filled are an incomplete or illegible prescription, manufacturer backorders, and drugs that require prior authorization.

How can I check on the status of my prescription order?

Visit us at <http://www.myinformedrx.com> or call informedMail at 1-866-533-6977.

What drugs are covered?

We cover prescription drugs that are covered by your benefit plan. To verify coverage please go to <http://www.myinformedrx.com> or call informedMail at 1-866-533-6977.

What is a maintenance medicine?

A maintenance medicine is one that must be taken on a regular basis for chronic conditions such as arthritis, diabetes, high blood pressure and ulcers. You can save money on these medicines by using informedMail.

What are “controlled medicine” and “non-controlled medicine”?

A controlled medicine, such as narcotics, has stricter guidelines. Therefore, we may handle these drugs in a different manner than a non-controlled medicine, such as an antibiotic. We adhere to all federal and state laws in the dispensing of all medicines.

How soon can I order a prescription refill?

For most prescription orders, you may reorder your medication when you have 3 to 4 weeks remaining of your medication. Please order through our website at <http://www.myinformedrx.com> or contact informedMail at 1-866-533-6977 to place a refill order.

When ordering refills from informedMail by phone, you will receive a message if your prescription is “Too soon to refill,” and you will be given the date when refills will be available. If you place a refill order after the expiration of your prescription or if no refills are remaining, we will contact your physician for a new prescription. This may result in a slight delay in shipping your prescription request.

How do I know whether I have refills remaining on my prescription?

You can find the total number of refills remaining at the bottom of your prescription label or on your refill form.

How much will my medicine cost me?

Log in at <http://www.myinformedrx.com> to determine the cost of your prescription or call informedMail at 1-866-533-6977.

What if I need medicine right away? Can my physician call in a prescription for me?

When you initially establish your informedMail prescription benefits, ask your physician for two prescriptions: one for a 30-day supply and one for up to a 90-day supply. Have the 30-day supply filled immediately at a local pharmacy and send the 90-day supply prescription to informedMail with your *Enrollment/Order Form* and the appropriate co-payment.

How do I receive additional Mail Service order forms? Is the order form necessary every time I order?

You will receive a reorder form, refill forms and pre-addressed envelope with each medication mailed to you. You can also print order forms by visiting us at <http://www.myinformedrx.com>.

I have a prescription on file at a retail pharmacy; can I order refills from informedMail?

Yes, simply call us toll-free at 1-866-533-6977 and provide the medication name and strength, physician’s name and fax number and directions for use. We’ll contact your physician for a new 90-day prescription.

How can I pay for mail service prescriptions?

Checks, money orders or major credit cards can be used to pay your co-payments. Credit cards are preferred to allow for variations in the prices of drugs. For your convenience, your credit card number will be maintained on a secured site for future orders.

Can I speak with a pharmacist if I use informedMail?

Yes, pharmacists are available to answer questions or concerns regarding your medication toll-free at 1-866-533-6977.

Can I fax my prescription that I received from my physician?

No. Legally, informedMail is only allowed to accept faxed prescriptions from your physician.

Why am I receiving overnight service when it was not requested?

informedMail sends certain medications overnight at our own expense due to special handling requirements.

C. Ascend SpecialtyRx (Specialty Prescription Mail Order Service)**Who is Ascend SpecialtyRx?**

Ascend SpecialtyRx is the exclusive specialty pharmacy provider for the EUTF-informedRx Prescription Drug Plan.

A specialty pharmacy is best suited to assist patients with the unique care requirements of properly using specialty medicines. Ascend SpecialtyRx's Care Coordinators will call you monthly to check on your health status, answer questions, and schedule delivery of your refill.

Ascend SpecialtyRx, a division of SXC Health Solutions, Inc., was established in 1993 and is located in South Portland, Maine.

Do I have to receive my specialty medications through Ascend SpecialtyRx?

Yes, effective July 1, 2009, participants that are taking and/or prescribed specialty drugs will be required to obtain the medication from Ascend SpecialtyRx.

Can I get all my prescriptions through Ascend SpecialtyRx?

No, you should continue to go to your retail pharmacy or informedMail for other medications. Only specialty medications are provided by Ascend SpecialtyRx.

Can I go to my local retail pharmacy or physician for obtaining specialty medications?

Generally not, as your new method for obtaining specialty medication is to call Ascend SpecialtyRx's customer service toll-free number at 1-800-850-9122. If you go to a retail pharmacy or local physician your claim may be "rejected."

For a listing of specialty medications that can be administered by a physician or facility/hospital, please contact Ascend SpecialtyRx's customer service at 1-800-850-9122.

How do I get started with Ascend SpecialtyRx?

If you have a specialty prescription you need filled immediately, please call us at 1-800-850-9122. However, you should be receiving a call from one of our Care Coordinators shortly to enroll you in our specialty medication therapy management program.

How do I get my medications from Ascend SpecialtyRx?

We send medications directly to your home, workplace or other location we have arranged with you during our therapy management outreach calls. We ship the medication through experienced overnight carriers such as UPS. If your medications require special handling or refrigeration, they will be packed and shipped accordingly. There is no extra cost for shipping or handling.

What is the co-payment for Ascend SpecialtyRx?

Medications that fall within the Tier 4 (specialty drug) will be subject to a 20% participant co-insurance. All Tier 4 specialty

drugs will have a \$250 co-payment maximum per fill and a \$2,000 out-of-pocket maximum per plan year.

How do I pay for my medications?

Ascend SpecialtyRx accepts most major credit cards, including MasterCard, Visa and Discover.

What are Ascend SpecialtyRx's customer service hours?

Ascend SpecialtyRx's customer service hours are:

Monday thru Friday 4:00 a.m. – 6:00 p.m. HST

Saturdays 4:00 a.m. – 8:00 a.m. HST

Toll-Free Telephone: 1-800-850-9122

An Ascend SpecialtyRx Clinical Specialist is available 24 hours a day, 7 days a week for emergency "on call" services by calling the toll-free number above.

How do I learn more about Ascend SpecialtyRx and my specialty medication?

Visit our web site at <http://www.ascendspecialtyrx.com> or call us at 1-800-850-9122.

V. Contact Information

The informedRx Customer Care Center is available to assist you with questions regarding the EUTF-informedRx Prescription Drug Plan. The Customer Care Center is accessible by walk-in, telephone and online.

Oahu

201 Merchant St., Suite 1510

Honolulu, HI 96813

Office Hours: Monday-Friday 8:00 a.m. – 4:30 p.m.

Toll-Free Telephone

1-866-533-6977

The Customer Care Center is available to assist you 24 hours a day, 7 days a week.

Online

Plan information can be found online via the “Links to Carrier Web Sites” located on the EUTF website at <http://www.eutf.hawaii.gov>.

Plan information can also be found on myinformedrx.com (formerly known as mynmhc.com). At myinformedrx.com you have the ability to manage and access your prescription benefit information online. myinformedrx.com allows you to:

- Review prescription benefit plan information
- Request replacement ID card and print temporary ID cards
- Search for pharmacies near any address or location
- Order mail order prescription refills
- Check the status of your mail order request
- Search for medications and generic equivalents
- Calculate your co-pay
- View your personal information

myinformedrx.com offers a convenient, safe and secure online environment for prescription information using your own unique

log in and password information. You can access myinformedrx.com at <http://www.myinformedrx.com>.

Note: If you previously registered with mynmhc.com, you may continue to go to mynmhc.com and use your existing log in and password as you will be automatically redirected to the myinformedrx.com website.

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