

**12. What if I do not get my prescription on time?**

Most deliveries are planned between you and the pharmacy vendor at the time the prescription is filled. If it doesn't arrive at the agreed upon time, you should call MedImpact's pharmacy help-desk toll-free at 888-274-8736. The MedImpact Customer Service Representative will be able to assist you with next steps.

**13. What happens if my mail order does not arrive in time and I am out of medication?**

If you are out of medication, you can obtain a fill through a retail pharmacy. The retail pharmacy will need to call MedImpact to do the override.

**14. What local pharmacies can I go to for my prescriptions?**

MedImpact has a contract with most retail pharmacies located on Guam and Saipan. A listing of pharmacies may be found in StayWell's Provider Directory. This directory is also available online at [www.staywellguam.com/provider-listing](http://www.staywellguam.com/provider-listing). You may also visit [www.medimpact.com](http://www.medimpact.com) to search for a specific pharmacy.

**15. Will I be charged overseas/international text messaging fees should I want to receive text updates about my order?**

Yes, standard cellular service fees will apply.

**16. Will I be charged when calling MedImpact or MedImpact vendors?**

No, you will not be charged when calling MedImpact toll-free numbers.

**17. Can I receive refrigeration-required medication through mail order?**

Yes. Medication requiring coldpaks can be completed by MedImpact Direct with an additional cost for special packaging.

**18. Where is the MedImpact call center located?**

MedImpact Call Centers are located in Tempe, AZ and VanBuren Township, Michigan

**19. Can I get my diabetic test strips through mail order?**

Diabetic Supplies (glucometers, strips, lancets) are not available through Mail Order.

**20. How will I know if my prior authorization is approved? Can I see it on the MedImpact app?**

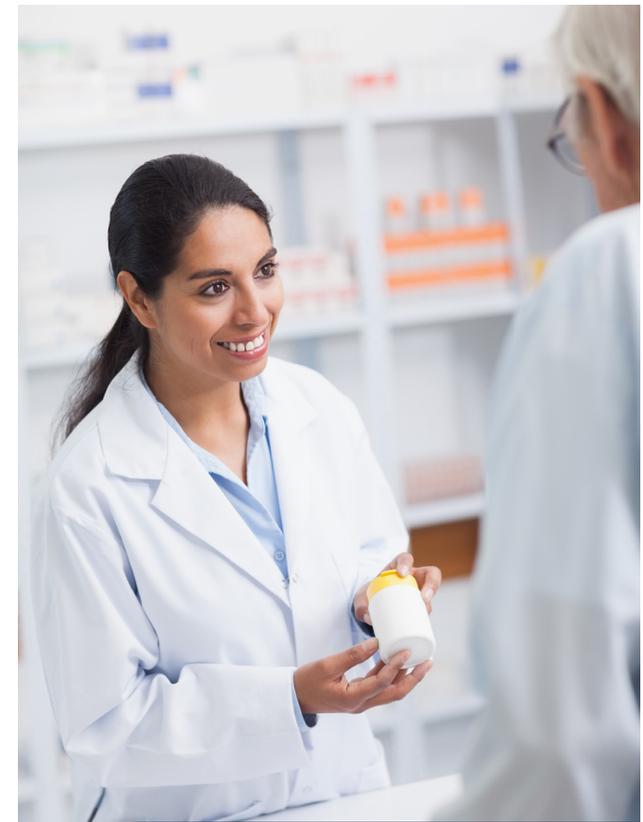
A prior authorization status can be viewed on MedImpact's Member Portal app. In addition, you can call the Interactive Voice Response (IVR) phone line to check on the status of the PA. Your physician will receive a fax of the determination. You may also call the 24-hour customer service number.

**21. Is the MedImpact app available for Android and iPhone? When can I start using the mobile app?**

You can use either Android or iPhone to access the Member Portal.

**22. Who do I contact if I have questions after hours or on weekends, for the following types of questions?**

The MedImpact pharmacy help desk is available to assist you 24/7 toll-free at 888-274-8736.



## MedImpact

### Frequently Asked Questions

StayWell Insurance is pleased to announce its partnership with MedImpact Healthcare Systems, Inc., a pharmacy benefit manager (PBM) based in San Diego, California. Together, we aim to provide the same high quality of care, while helping to manage the increasing costs of prescription drugs.

### 1. What is a pharmacy benefit manager?

A pharmacy benefit manager (PBM) is a company that administers, or handles, the drug benefit program for your employer or health plan. PBMs process and pay prescription drug claims and are responsible for creating and updating your health plan's drug formulary.

### 2. What is a drug formulary?

An official list of drugs covered by your pharmacy benefit as defined by your health plan. A formulary can contain both name-brand and generic drugs.

### 3. How do I know if my medication is covered under the formulary?

You may visit the MedImpact Consumer Portal at [www.medimpact.com](http://www.medimpact.com) and view formulary status of drugs.

### 4. What happens if my current prescription is not a formulary drug with MedImpact?

If the drug is non-formulary, the non-formulary copay will apply. If the drug is excluded, it will reject at the point of sale and you will be expected to work with your doctor to obtain a drug on the MedPerform formulary. Will my payment increase? \*If you are moving from a formulary to non-formulary drug, yes, you may experience a payment increase due to the increased cost share for non-formulary drugs.

### 5. Will the PBM change the formulary more than once a year?

Yes, the formulary changes bi-annually every January and July. Please refer to StayWell's website under Pharmacy Benefits for the most updated formulary.

### 6. What should I do if after the formulary changes, my drug becomes non-formulary or excluded with MedImpact?

Please make an appointment with your prescriber to discuss other drug options available for you that are safe and work just as well. These are "formulary" or "preferred drugs" which may cost less.

### 7. Why does the formulary change?

The formulary is reviewed by MedImpact's Pharmacy & Therapeutics (P&T) Committee on a Quarterly basis and as new medications come to market those are evaluated and reviewed for either exclusion/addition and if any UM requirements. This is done to ensure low net cost for our clients.

### 8. Where can I obtain my prescriptions?

Our pharmacy network provides flexibility to receive prescription drugs through retail, mail or specialty pharmacy.

- **Retail 30 & Retail 90**

The Retail 30 benefit allows you to obtain a 30 day supply of covered non-formulary medication. The Retail 90 pharmacy benefit allows you to obtain a 90-day supply of formulary maintenance medications at a discounted rate.

- **Specialty Pharmacy**

The Specialty Pharmacies provide convenient delivery & personalized service for those who have complex health conditions.

- **Mail Order**

The MedImpact Direct mail-order program allows you to have your formulary maintenance medications delivered to your door with your copayment waived. You can set up your maintenance mail order prescriptions by: 1) having your doctor

submit your prescription, 2) mailing your prescriptions, or 3) requesting for prescriptions by signing into their website or mobile app. For more information, call toll-free at 888-274-8736 or visit [www.medimpact.com](http://www.medimpact.com).

### 9. What does "personalized refill program" entail?

MedImpact Direct promotes the refill reminder program. A patient will receive an email notification reminding the patient that a prescription is due for refill. The patient has the ability to log on MedImpact's consumer portal or mobile app for requesting the refill when reminded. Due to the logistical differences for Guam (vs continental US) and potential long shipping times (USPS indicates 7–21 day delivery time), our refill reminder notifications for StayWell will be sent out at 75% utilization (day 67) to ensure that with increased transit times there will not be a disruption in therapy.

### 10. How do I get an automatic refill?

Automatic refills for Mail Order can be requested at the individual prescription level with a MedImpact Direct CSR. Some medications are not eligible for auto-refill program such as controlled substances or directions of use PRN ("as needed") or on a sliding scale.

### 11. How long does the mail order process take?

The internal mail order process takes 2–5 business days for order shipment. Medications will ship from Michigan or Ohio. Shipping can take between 7–21 days to arrive, although the USPS does not guarantee delivery dates or times. All orders which have been filled and shipped by MedImpact Direct will have a tracking number with a clickable link to the courier.