

15. 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.

16. 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 helpdesk at toll free 888-274-8736. The MedImpact Customer Service Representative will be able to assist you with next steps.

17. 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 retail pharmacy. The retail pharmacy will need to call MedImpact to do the override.

18. What local pharmacies can I go to for my prescriptions? Will my regular pharmacy change?

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. Starting 1/1/19 you may visit www.medimpact.com to search for a specific pharmacy.

19. 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.

20. Will I be charged when calling MedImpact or MedImpact vendors?

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

21. 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.

22. Where is the MedImpact call center located?

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

23. Can I get my dabetic test strips through mail order?

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

24. What is the Choice-90/Retail 90 program?

Choice 90 is a program that allows you to receive a 90 day fill of a formulary medication. For non formulary medication, it would only allow a 31 day supply.

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

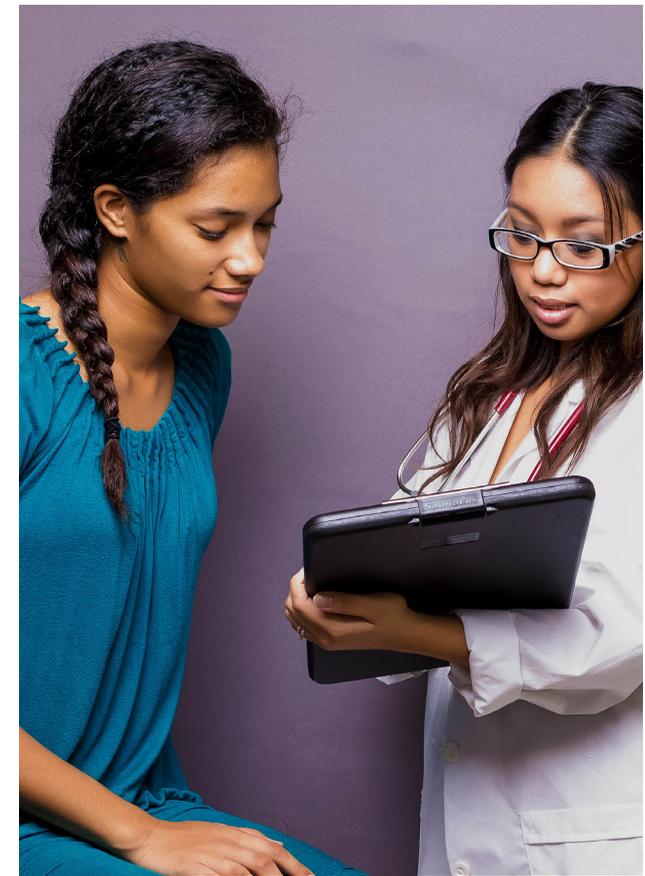
A prior authorization status can be viewed on Medimpact's Member Portal app. In addition, you can call the Interactive Voice Response (IVR) phone line to check on the status of the PA. Your physician will receive a fax of the determination. You may also call the 24-hour customer service number after 1/1/2019.

26. 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 and would be available 1/1/2019 for StayWell.

27. 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 the difference between the current PBM and the new PBM?

MedImpact is a privately held Pharmacy Benefits Management company designed to provide you with high quality of care while better managing the cost of prescription drugs. MedImpact is contracted with over 64,000 pharmacies nationwide and services over 52 million members. MedImpact's goal is to provide you with flexibility in how to receive your medications. StayWell and MedImpact have been working together for several months to ensure a seamless transition for you.

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

Beginning 1/1/19 You may visit the MedImpact Consumer Portal at 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. Should I consult my doctor before the end of 2018 to change my prescription to avoid having higher payments? *If you are currently on a drug that is considered non-formulary with MedImpact, you will be grandfathered, meaning the drug will continue to be covered at the current cost share through March 31st, 2019. You should work with your doctor before March 31st to change your prescription to a

formulary or covered alternative before then. *All members will be grandfathered on current drugs through March 31st, 2019

5. Am I responsible for telling my doctor that my prescriptions will switch to MedImpact? If I fail to notify my doctor, will my prescriptions automatically transfer?

No, you will not be responsible for notifying your doctor. StayWell will provide MedImpact with your last 12 months of prescription claims history. In addition, StayWell will provide copies of any clinical prior authorizations (PA) that you have previously received from your doctor. Expired PAs and prescriptions will not be transferred. If you have any questions please call toll free 888-274-8736.

6. Will the new PBM change the formulary more than once a year?

The formulary will change for the initial transition on 1/1/19. MedImpact does review the formulary quarterly. If any changes need to be made you will be notified and you will be grandfathered in. As a reminder, If you are currently on a drug that is considered non-formulary with MedImpact, you will be grandfathered, meaning the drug will continue to be covered at the current cost share through March 31st, 2019. You should work with your doctor before March 31st to change your prescription to a formulary or covered alternative before then. *All members will be grandfathered on current drugs through March 31st, 2019.

7. Why does the formulary change? Do changes occur annually or quarterly?

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. If I am currently taking a covered brand name medication now under the current PBM will it also be covered under the new one or will it change to a generic?

If your provider has indicated DAW1 (Brand only) on your prescription while a generic alternative is available, then a brand medication would be submitted and you would have to pay your Brand copay plus the difference between the cost of the brand and generic drug. Otherwise, the generic drug would be dispensed instead.

9. Will my file under the current PBM be forwarded to the new PBM effective January 1, 2019?

Yes, MedImpact will have a copy of your prescription claims history as well as your prior approvals on medications you are currently taking. However, controlled substances, prescriptions which have never been filled, expired prescriptions, and prescriptions with no refill left will not be transferred.

10. If I am currently on mail order with the current PBM will my refills / prescription be under the new PBM or will I have to get a new prescription and start the process all over again?

As part of this change, any prescriptions you now fill through mail order with open refills will be transferred to MedImpact Direct® on January 1, 2019. Some medicines can't be transferred. They include controlled substances, prescriptions which have never been filled, expired prescriptions, and prescriptions with no refills left. The MedImpact staff will assist contacting your doctor to assist obtaining new prescriptions for these drugs or advise you on how to submit certain new prescriptions to our pharmacy

11. How do I know my prescription cannot be transferred?

The transfer will not include controlled substances, prescriptions which have never been filled, expired prescriptions, and prescriptions with no refills remaining. For prescriptions which are not transferred to MedImpact Direct

for January 1st, MedImpact staff will contact your doctor to assist obtaining new prescriptions for these drugs or advise you on how to submit new prescriptions to our pharmacy. You may call the MedImpact pharmacy help desk at 888-274-8736. A representative will help explain the benefit to you. Beginning 1/1/19 you may visit our website www.medimpact.com and check to see if your medications are covered.

12. What does "personalized refill program" entail?

MedImpact Direct promotes our 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

13. What do I need to do if I still have a refill on my prescription?

You will not need to take any action. Your existing mail order pharmacy, CastiaRx, will send all eligible open refills just before January 1st. The transfer will include all prescriptions with valid remaining refills and will not include controlled substances, prescriptions which have never been filled, expired prescriptions, and prescriptions with no refills remaining.

14. 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.