

PRESCRIPTION BENEFITS PROGRAM

FOR MEMBERS






ASCENDPBM

NAVIGATING YOUR BENEFITS

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At ASCEND, your team is focused on ensuring you have access to the treatments and support you need while saving you money.

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GET THE MOST OUT OF YOUR PHARMACY BENEFITS

At ASCEND, your team is focused on ensuring you have access to the treatments and support you need while saving you money. Here is a list of Frequently Asked Questions (FAQ) to help with your transition.

FREQUENTLY ASKED QUESTIONS

1. Will my medication(s) be covered by my insurance?

To help you understand what medications are covered, you can visit the Member Portal (details below) to see a preferred drug list. Certain medications may require prior authorization to ensure clinical appropriateness and safety of the treatment. ASCEND will work closely with you, your prescriber, and the selected pharmacy provider to ensure plan requirements are met or safe and effective alternatives are identified.

2. What will my medication(s) cost?

Costs can vary based on the type of medication, where the medication is obtained, and how it is administered (for example, oral medications versus medically administered medications given by a healthcare professional). Please review the Benefits Guide for details on copay structure and member costs by plan or call the ASCEND Help Desk to speak with a member of our support team. Our member support team will help you understand coverage, discuss cost details specific to you, and will investigate savings opportunities.

3. How do I get my prescriptions?

Your employer and ASCEND prioritized expertise, quality of care, and ease of access in developing a pharmacy network for you. Depending on your treatment, you may obtain your prescriptions through a broad network of retail pharmacies (which includes chain, grocery store, or local independent pharmacies), a mail order pharmacy (for maintenance medications), or the plan's preferred specialty pharmacy (for complex, infused, or injected medications). Necessary steps to receive your medications through these specialized providers, as well as details on how to participate in available prescription savings programs are outlined within this welcome packet.

4. What can I do to ensure a smooth transition?

Access ASCEND's pharmacy portal early! Refill current medications prior to the transition to ensure you don't run out in the days immediately following the transition. **Register for portal access by visiting ascendpbm.com**. The portal has helpful resources available for your use.

Start by:

- Checking to ensure your medications are on the Preferred Drug List.
- Accessing the Pharmacy Finder to find an 'in-network' pharmacy near you.

Tip: When filling prescriptions, be sure your pharmacy provider has your new pharmacy ID card information loaded in their system to avoid claims processing issues.

Call ASCEND Help Desk at (833) 200-5040 for any questions and support. We are happy to help.



PHARMACY OPTIONS

RETAIL PHARMACY

ASCEND has over 65,000 retail pharmacies in its preferred network. To ensure your pharmacy is “in network” and to find network pharmacies near you, use our pharmacy search tool located in the member portal.

PHARMACY OPTIONS

MAIL ORDER PHARMACY

Rather than visiting a pharmacy month after month, you can save time and money by having maintenance medications delivered right to your home. A Maintenance Medication is a drug you take on a regular basis to treat or control a chronic illness such as heart disease, high blood pressure, or diabetes. When you get your maintenance medication through mail order, shipping is free and you may get a 90-day supply of medications for less than what you will pay at a retail pharmacy!

Getting started with Mail Order:

- **Step 1:** Let your doctor know that you would like to receive your prescriptions via mail order and ask that they send a 90-day e-prescription to OptiMed. Provide your physician the required information below.



Doctors Search your EMR for:
OptiMed (Kalamazoo MI, 49009)
 NPI: 1033489562 NCPDP: 2376223



(877) 232-2857



(877) 326-2856

- **Step 2:** Give OptiMed a call at (877) 232-2857. Our support team will collect the required information, including your mailing address, and let you know when you can expect to receive your medication.

PHARMACY OPTIONS

INTERNATIONAL MAIL ORDER

Brand medications are often manufactured and distributed from countries (examples; Canada, England, New Zealand, Australia) prior to entering the US healthcare system. By electing to have your medications shipped directly from a selected International Mail Order pharmacy (personal importation), you can often receive a larger quantity of your medications and have your cost share waived.

Your pharmacists will be notified if your medications are eligible for international mail order. Members or pharmacists with questions about the program should call the ASCEND Help Desk at (833) 200-5040. Our member support team will answer questions regarding your specific medication and ensure you have the medication you need while the program is initiated.



PHARMACY OPTIONS

SPECIALTY PHARMACY

Specialty Medications are often very expensive and prescribed to treat rare or complex diseases like cancer, multiple sclerosis, autoimmune diseases, and rare genetic conditions. These medications often require special handling and additional services to support patients and are only available from select pharmacies known as Specialty Pharmacies.

Your Plan selected **OptiMed Specialty Pharmacy** to fulfill specialty prescriptions and provide high-touch services to members taking specialty medications. OptiMed's team has the expertise and a passion for helping patients with rare and complex diseases.

OptiMed offers:

- 24/7 access to clinical pharmacists providing comprehensive care, tailored support services, and a care team to support members throughout their treatment
- FREE delivery of all medications & supplies
- Proactive REFILL contact & processing
- Financial support & insurance investigators



Getting started with OptiMed's Specialty Pharmacy Services:

- **Step 1:** Ask your physician to send your prescription to OptiMed Specialty Pharmacy. Provide your physician the required information below.



Doctors Search your EMR for:
OptiMed (Kalamazoo MI, 49009)
 NPI: 1033489562 NCPDP: 2376223



(877) 232-2857



(877) 326-2856

- **Step #2:** Give OptiMed a call at (877) 232-2857. You'll speak to a care specialist who will gather the information required to ensure you get the medication you need when and where you need it. Our care specialists can answer questions you may have regarding your medication and will investigate cost savings options as soon as they receive your prescription.

SPECIALTY PHARMACY OPTIONS

INFUSION SERVICES

Members on specialty pharmacy infusion or injection-based therapies may find Remote Services a more convenient and comfortable option, while saving you money. If you are taking a medication that is infused (via an IV) or given as an injection by a healthcare professional, you have options available which promote exceptional care and lower costs. Remote Services are a more convenient and clinically appropriate option for many, reducing risk of exposure to other illnesses and offering a safe and flexible service option to meet member needs. When remote services are an option, a care specialist will contact you to discuss the benefits and how to get started.

**Remote Infusion therapy may be an option for some patients. Site of care will be determined based on the patient's medical provider(s), medical status, safety considerations of the medication, drug labeling, and payer specifications. Visit OptiMedHP.com to learn more about services, treatment, therapy options and more.*

MEMBER SUPPORT

ASCEND HELP DESK

Our support team is eager to help you get the most out of your drug benefit. Call us directly at (833) 200-5040 for help with questions about:

- your drug benefits
- the formulary status and copay for your medications
- enrolling in mail order or specialty pharmacy services
- gaining access to the member portal
- getting your prescriptions filled at retail

Please call ASCEND Help Desk at (833) 200-5040 for support.



BUDGET CHAT

FINANCIAL SUPPORT PROGRAMS

If you or your loved is on a high-cost or specialty medication, these treatments are often associated with larger cost shares and a financial burden. To help alleviate patient costs or to qualify for programs that may offer no cost medications, you will work with a Patient Care Advocate. This person is a specialist who will navigate all programs available to you for your specific treatment(s).

To ensure you have the best support and lowest cost possible, your plan will require that you work with the Patient Care Advocate to determine and process any steps needed for available programs. You will be contacted by a Patient Care Advocate if we receive a prior authorization for one of the available medications under this program.

Please be responsive to their outreach as these medications have high-cost shares and your employer wants to ensure you are paying the lowest cost option.





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(833) 200.5040