

# Newark Board of Education

## Prescription Drug Plan Transition effective 1-1-2020 FAQs

### Does the main list include every covered drug?

- Your pharmacy benefits plan includes thousands of drugs-too many to list. So your main drug list contains only the most commonly prescribed drugs.
- Once you receive your member ID card, you can log into your secure member website to check coverage and copay information for a specific drug

### CVS Caremark Mail Service Pharmacy®

- You can have maintenance drugs sent right to your home or anywhere else you choose with CVS Caremark Mail Service Pharmacy. These are drugs that are taken regularly for chronic conditions like diabetes or asthma. Depending on your plan, you can get up to a 90-day supply of medicine for less cost. It's fast and convenient, and standard shipping is always free. Get started right away You can submit your order using one of these options:
  1. **Online** — Visit your secure member website and sign into your account. There you can add or remove your prescriptions.
  2. **Phone** — Call us toll-free, 24/7 at 1-888-792-3862. If you need the help of a telephone device for the deaf, call 1-877-833-2779.
  3. **Mail** — Get a new prescription from your doctor. Then mail it to us with a completed order form. You can find the form on your secure member website. The mailing address is on the form.

#### Your doctor can submit your order using one of these options:

- 1. Online — They can submit your prescriptions using the e-prescribe services on our provider website.
- 2. Fax — They can fax your prescription to 1-877-270-3317. Make sure they include your member ID number, date of birth and mailing address on the fax cover sheet. Only a doctor may fax a prescription.

### Specialty Pharmacy Network

- An in-network specialty pharmacy can fill your prescriptions for specialty drugs. These are the types of drugs that may be injected, infused or taken by mouth. They often need special storage and handling. And they need to be delivered quickly. A nurse or pharmacist may monitor you during your treatment, if needed. With this type of pharmacy, you can get this medicine sent right to your mailbox.

#### How to get started with a specialty pharmacy

- Ordering your prescriptions through our specialty pharmacy is easy. And we typically offer a 30-day medicine supply.
  - **To transfer your prescription**, just call us toll-free at 1-866-353-1892.
- **For a new prescription**, your doctor can send it to us in one of three ways:
  1. **Electronically:** Through e-prescribe
  2. **Fax:** 1-866-FAX-ASRX (1-866-329-2779)
  3. **Phone:** 1-866-782-ASRX (1-866-782-2779), option 2
- If you mail in your own prescription, please send it with a completed Patient Profile Form. To find this form, just visit the website that's on your member ID card, to search for the "Patient Profile Form"

#### Can the formulary change during the year?

- The formulary can change throughout the year. Some reasons why they can change include:
  - New drugs are approved.
  - Existing drugs are removed from the market.
  - Prescription drugs may become available over the counter (without a prescription). Over-the-counter drugs are not generally covered in a formulary.
  - Brand-name drugs lose patent protection and generic versions become available. When this happens, the brand-name drug is likely to be covered at a higher cost. And the generic versions cost less. See the "What are generic drugs?" section above for more information.

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### What's changing on 1/1/2020 for RX?

- Your prescription drug coverage will move from Benecard to Aetna.

### How do I search to make sure my pharmacy is in-network?

- The Aetna Managed Pharmacy Network has approximately 68,000 participating pharmacies for you and your family members to choose from, including independently owned, community-based pharmacies, other local pharmacies in grocery stores and mass merchants, as well as regional and national chains like CVS & Walgreens.
- To find out if your pharmacy is in our network go to [www.aetna.com/docfind](http://www.aetna.com/docfind) or download our mobile app and click on "Find a Pharmacy." Select "Aetna National Pharmacy Network"

### How do I sign up for the prescription drug plan?

- Your existing pharmacy plan will be mapped over. This means for the 1/1/2020 effective date you will not need to sign up (unless you currently do not have rx coverage).

### Will I receive a new ID Card?

- Yes, new member ID cards are scheduled to be mailed prior to the 1/1/2020 effective date. Note: On 1/1/2020, you will also be able to download the "Aetna Health App" to your smart phone or log into the Aetna Member Website to download an electronic copy of your ID Card.



### Do I need a new script at the retail pharmacy/mail order?

- If you are currently using a **retail pharmacy** to fill your medication and have an active prescription with open refills, all you need to do is show the pharmacist your new member ID card.
- For **mail order**, a new prescription is required. Contact Aetna Pharmacy Management at 1-888-792-3862 or on 1/1/2020 you can log in to your member website at [aetna.com](http://aetna.com) to set-up mail order pharmacy service.
- If you have existing refills on your mail order prescriptions contact Aetna Pharmacy Management at 1-888-792-3862 to verify if a new script is required.

### Who do I call if I have a prescription drug question?

- Your member services number is not changing. You can still call the number on the back of your Aetna ID card.  
855-223-8791

### What resources are available on the Aetna Website?

- On and after 1/1/2020, you will be able to estimate drug prices, compare drug costs and check to see how much money you may be able to save. Simply visit [www.aetna.com](http://www.aetna.com) and log in to Aetna Website or download the Aetna Mobile App.

### What is a "formulary" and can I check to see if my prescription is on the formulary now?

- A formulary is a list of medication
- Yes, you can access the "Aetna Standard Opt Out" Formulary at the following link: [www.aetna.com/formulary](http://www.aetna.com/formulary)

\*Note: you will be asked to select a Plan Year (and 2020 will be updated shortly). You will also be asked to "Choose a Plan", please select "**Aetna Standard Opt Out**"