

# WELLDYNE PRESCRIPTION FREQUENTLY ASKED QUESTIONS

## **GENERAL BENEFIT QUESTIONS**

### **WHY WAS MY PRESCRIPTION CLAIM DENIED? WHAT CAN I DO?**

There are many reasons why your prescription claim might not process, but some of the more common are listed below. Be sure to check your plan information to see what specifications may affect your prescriptions.

**PRIOR AUTHORIZATION** - Prior authorization means that you must receive approval before you can receive certain drugs.

- What can I do?
  - WellDyne proactively initiates prior authorizations for our members when we see claims reject for this requirement. However, we recommend that you also contact your prescriber to ensure s/he provides the necessary information timely.
  - You can ask your prescriber to fax a prior authorization request to WellDyne at 1-888-473-7875.

**REFILL TOO SOON** - If you recently filled your prescription, you will not be able to get more medicine until you have used most or all of it. The pharmacy bases the next refill date on the date you filled your current supply. This ensures your medicine is being used appropriately.

- What can I do if I need to refill my prescription prior to the allowed date?
  - If you need to refill sooner than allowed, ask your prescriber to call WellDyne and request an early refill.

**QUANTITY LEVEL LIMITS** - Quantity level limits mean that you can only receive a certain amount of drug at one time. This is to make sure you receive a safe amount.

- What can I do if I need to exceed the limit?
  - If your prescription is for the amount allowed by your plan, the cost will be covered.
  - If you need more than the allowed amount, you will need approval from WellDyne to be covered for the higher amount. You can ask your prescriber to fax or mail a Quantity Limit Override Request Form to WellDyne. You or your prescriber can call our Member Service department to request the form.

**STEP THERAPY** - Step therapy means you must start with a safe, lower cost drug (Step One drug) before using a higher cost, brand name medicine. If the Step One drug doesn't help, you can try another drug that may cost more (Step Two drug).

- What if my prescriber wants me to take a Step Two Drug?
  - If your prescriber thinks a Step One drug will not help you, your benefit plan will sometimes cover a Step Two drug. Your prescriber can send a prior authorization form by fax to 1-888-473-7875 or call 1-866-240-2204 to speak to a Prior Authorization Specialist.

## **WELLDYNE PRESCRIPTION DELIVERY SERVICE**

### **I RECEIVED AN AUTOMATED CALL FROM WELLDYNE HOME DELIVERY**

WellDyne worked with your previous Mail Order Pharmacy to transfer available prescriptions to the WellDyne Pharmacy. However, they are not able to transfer billing information and may need additional details from you to setup your profile and/or place your prescription order. You can contact WellDyne at 888-479-2000 to complete your setup and place your prescription order.

### **WHERE IS MY MAIL ORDER PRESCRIPTION?**

WellDyne worked with your previous Mail Order Pharmacy to electronically transfer available prescriptions to the WellDyne Pharmacy. However, some prescription medications legally cannot be transferred (controlled substances, compounds, expired, and “On Hold” prescriptions). This action cannot take place until your plan is effective and it may take up to a week for you to see your prescription on the WellDyne website. However, the WellDyne Team can still assist you with filling your prescription. Simply call WellDyne at 888-479-2000 and they will assist you.

### **HOW DO I USE THE PRESCRIPTION DELIVERY SERVICE?**

Have your prescriber write your prescription for the number of days your plan allows for mail service (for example, 90 days).

Register for Prescription Delivery Service

- Call us: You can call WellDyne at 888-479-2000 and we will assist you in registering for Prescriptions Delivery Service
- Online: Register now through the WellDyne member portal. Provide us with your mailing address, phone number, any known allergies or health conditions and payment information to get started with service today.
- Mail: Review and complete the Prescription Delivery Service form and return with a valid prescription.

### **HOW LONG WILL IT TAKE TO RECEIVE MY PRESCRIPTION?**

You can expect to receive your prescription approximately 7 to 10 business days after WellDyne receives your order. To check the status of your order sign-in to your online account or call our automated phone system.

It's our priority to ensure you have the medicine you need, when you need it.

## **WILL WELLDYNE SEND ME A REFILL REMINDER?**

WellDyne will call or email you with a refill reminder, allowing you enough time to order before you finish your current supply. You then need to request a refill online through the WellDyne member portal or call our automated phone system to place an order for your medication.

## **HOW DO I ORDER REFILLS?**

Refills are easy. You can order online through the WellDyne member portal or through our automated phone system. Your payment card on file will be charged for your medication order.

## **CAN I FAX THE PRESCRIPTION I RECEIVED FROM MY PRESCRIBER?**

No. Legally, WellDyne can only accept faxed prescriptions from your prescriber.

## **CAN MY PRESCRIBER E-PRESCRIBE TO WELLDYNE?**

Yes. Your prescriber can send your prescription electronically to WellDyne Prescription Delivery Service.

## ***US SPECIALTY CARE – SPECIALTY MEDICATIONS***

### **WHY AM I REQUIRED TO FILL MY PRESCRIPTION WITH US SPECIALTY CARE**

US Specialty Care is the exclusive specialty pharmacy for your plan. However, US Specialty Care is not just a specialty pharmacy. They provide personalized service with an industry-leading team of clinical pharmacists and Patient Care Advocates. US Specialty Care is specialized to help you manage your unique condition and will work with you to create a treatment plan that is effective. Once you enroll with US Specialty Care, you will be assigned a Patient Care Advocate.

Your Patient Care Advocate provides counseling, support and education to help you better understand your treatment and manage your condition, and will:

- Ensure safe and effective use of your medication
- Discuss how to manage side effects
- Help you stay on track with your treatment and receive refills on time
- Review dosing and medication schedules with you, including medications used for other conditions
- Reinforce proper treatment guidelines

### **HOW DO I GET MY SPECIALTY MEDICATION FILLED THROUGH US SPECIALTY CARE?**

You can call our toll-free number and speak with a Patient Care Advocate. You may also have your prescriber e-prescribe, call or fax in your prescription.

- E-prescribe: US Specialty Care
- Phone: 800-641-8475
- Fax: 800-530-8589