

Frequently Asked Questions



Q1. Who is my Pharmacy Benefits Provider?

A. VeracityRx is your Pharmacy Benefits Provider working in conjunction with ProCare Rx as the PBM.

Q2. Where can I fill my prescriptions?

A. Any pharmacy can fill your prescription(s) up to a 34-day supply. *See question below regarding 90-day supply.* Independent pharmacies and grocery stores are encouraged for lower prescription costs (i.e., Walmart, Sam's, Kroger, Publix, and local neighborhood pharmacies). Pharmacies that generally have higher prescription costs are CVS, Target, Walgreens, and Rite-Aid. Excludes Specialty drugs.

Q3. Can I get a 90-day supply?

A. You may receive a 90-day supply once you have been on the same medication, dose, and dosage for 90 days (i.e., Fill three 30-day prescriptions consecutively). After that, a 90-day supply is available at your preferred pharmacy. Excludes Specialty drugs.

Q4. What happens when you fill a brand drug when a generic is available?

A. If you request a brand name drug when a generic of the same medication is available, you will be responsible for your copay as well as the difference in cost between the generic product and the brand name product.

Q5. Why was my medication denied?

A. One of the most common reasons for your medication being denied or rejected at the pharmacy is if the drug is not listed on our formulary (i.e., specialty drug) or if a prior authorization is necessary. As rejections may stem from various factors, the best approach is for either the pharmacist or the member to call our toll-free number at **888.388.8228 for further information.**



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Q6. What happens if the pharmacy says my insurance is rejected or I have no coverage?

- A. When filling a prescription, be sure that the pharmacist has your correct insurance information. They must always add your BIN #, ID #, and Group #. Please note that sometimes pharmacists need to remember to add a person code in addition to the other required information in their system (i.e., 01 for employee, 02 spouse, 03 for child, etc.). **If the pharmacist has ANY issues, please call 888-388-8228 while you're at the pharmacy. Usually, any problems can be resolved while you are still there.**

Q7. What happens if the pharmacy says my prescription is denied?

- A. This is the same answer as the previous question. If your prescription is denied, **please ask the pharmacist to call VeracityRx at 888-388-8228 to discuss while you're at the pharmacy. If they refuse to do so, you can call yourself to get answers.**

Q8. Why does my prescription require a prior authorization?

- A. Some prescriptions need prior approval to be sure they're right for you. In these cases, your doctor can submit a request on your behalf to get that approval. This is called prior authorization.

Medications that may require a prior authorization include:

- Expensive medications
- Medications with multiple drug interactions that may potentially be harmful
- More cost-efficient alternative medications available
- Medications prescribed for unique health issues
- Medications vulnerable to abuse and misuse

Q9. What is a patient assistance program (PAP)?

- A. Drug manufacturer assistance, often referred to as patient assistance programs (PAPs), is a compassionate effort by pharmaceutical companies or foundations to provide support to individuals facing financial barriers in obtaining necessary (high cost or specialty) medications. These programs are designed to make essential drugs more affordable and accessible for those who meet specific eligibility criteria (i.e., income, insurance exclusions and specific medications, etc.).

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Q10. Can you explain VeracityRx's specialty medications program?

- A. As specialty medications are NOT COVERED by the plan, a Pharmacy Specialist, who is a registered pharmacist, will work with you as your advocate. Their dedicated team works closely with you (and/or covered family members who are taking a specialty medication) and with the specialty medication manufacturer and the prescriber to ensure continuity of care.

A member of the pharmacy specialty team will assist in the process to help you obtain your medication(s). As your pharmacy specialist and patient advocate, they are here to assist on your behalf.

Outline of the Specialty Enrollment Process:

- Provider prescribes a specialty medication.
- Member enrolls at www.veracity-rx.com.
- A VeracityRx team member will reach out within 24-48 hours to explain the process and discuss your case.
- Medication-specific manufacturer assistance application will be sent to you via email as well as a request for proof of income documentation.
- Proof of income documents accepted include tax return (1040), W2 or pay stubs.
- Follow-up continues to keep you updated throughout the process.
- VeracityRx works with your physician to obtain the provider portion of the patient assistance application.
- VeracityRx submits the application to the manufacturer on your behalf and follows up with the manufacturer on a regular basis until you are approved.
- Processing time can take up to 30 days.
- Once approved, you will receive the medication shipped to your home for \$0.

Q11. How can I determine whether a prescription from my doctor is for a specialty drug?

- A. If your doctor writes you a prescription for a specialty medication, the pharmacy will receive a rejection message stating that specialty medication is excluded under the plan. Please visit www.veracity-rx.com when this happens. This will direct you to go online to complete our enrollment form. If you do not complete the enrollment form, our team will identify the rejection the following day during the review of the specialty medication rejections from the previous day, and a member of the team will reach out to you.

Frequently Asked Questions



Q12. Can you explain VeracityRx's personal importation program?

- A. This program involves the international sourcing of medications through our partnership with a Canadian pharmacy.

Outline of the Personal Importation Process:

- Member enrolls at www.veracity-rx.com.
- A VeracityRx team member will reach out within 24-48 hours to explain the process and discuss your case.
- Member must have their doctor electronically send a new 90-day prescription to our partner pharmacy.
- Once our partner pharmacy receives the prescription, the fulfillment process begins.
- Shipments will arrive in 7-10 days and your copay is \$0.

Q13. What advantages does VeracityRx's personal importation program offer?

- A. Using the Personal Importation Program allows both the member and employer to save on the cost of the medications. By participating in the program, you will receive a 3-month supply of your medication for a \$0 copay, shipped directly to you, and on average, your employer will also save approximately 50% on the cost of the medication. Overall, the program helps to keep your plan costs lower, preventing increased costs year-over-year.

Q14. Are medications from Canada considered safe?

- A. Yes. Canada has its own regulatory authority called Health Canada, which is the equivalent to the US Food and Drug Administration here in the States, and medications approved must go through a very similar review process and approval criteria. We only source brand-name medications that are made by the same manufacturer that makes the medications in the United States. Therefore, the packaging and tablets often look identical to what the member is used to receiving here in the States.

Q15. Why does M&M use VeracityRx?

- A. Prescription drug costs are rising and will continue to rise. M&M had to find a solution to control claims cost to the medical plan to offer competitive benefits at affordable prices for M&M employees. Keeping medical costs under control prevents increases to employee premiums. That is why we made the critical decision to partner with VeracityRx, a solution many other employers have chosen.

