

## **Master Bargaining Employees**

### **Maintenance Medication Pharmacy Benefit FAQ**

As of January 1, 2017, all **maintenance medications** are required to be filled through a designated pharmacy for all employees covered by the Master Collective Bargaining Agreement.

Two pharmacy providers are available for obtaining maintenance medications: Kaleida Health Family Pharmacy Mail to Home or Express Scripts Mail Order.


All eligible maintenance medications must be moved to one of these designated pharmacies, or you will be charged the full retail cost of the medication.

#### **Q: What is a maintenance medication?**

A: Maintenance medications are those prescribed for chronic, long-term conditions and are taken on a regular, recurring basis. Common examples are oral contraceptive, high blood pressure, high cholesterol and thyroid conditions.

#### **Q: I'm on \_\_\_\_\_ prescription, how do I know if it is classified as a maintenance medication?**

A: The BlueCross BlueShield of Western New York Formulary is available on the Employee Benefits, *Medical and Prescription Plans* page on KaleidaScope

Eligible medications are indicated with “  = Customer Home Delivery” in the formulary.

You may also call BlueCross BlueShield at 1-888-654-1240.

#### **Q: Do I have to switch my maintenance medication to Express Scripts or Kaleida Health Family Pharmacy?**

A: Yes – all maintenance prescriptions are required to be filled by one of the two authorized providers.

#### **Q: What pharmacies can I use to obtain my maintenance medications?**

A: There are two options for obtaining maintenance medications.

- Express Scripts mail order pharmacy at 1-800-939-3751
- Kaleida Health Family Pharmacies – Mail to Home Service:
  - Buffalo General Medical Center, High Street Pharmacy (716) 859-1570
  - Children’s Home Care Pharmacy (716) 878-7990
  - Suburban Family Pharmacy (716) 568-3784

#### **Q: What if I do not transfer my maintenance medications to a designated pharmacy by January 1<sup>st</sup>?**

A: You will be charged the full cost of eligible maintenance medications after the second fill in 2017 at a non-designated pharmacy.

#### **Q: Who can I contact for additional questions about this change?**

A: BlueCross BlueShield at 1-888-654-1240 or Corporate Benefits at 859-8575 or 859-8584.

**Q: How does this change benefit me?**

A: You only pay 2 copayments for a 3 month supply of the eligible maintenance medications when you use one of the designated pharmacies.

**Q: What if my medication is NOT on the formulary list as a maintenance medication?**

A: You can continue filling that prescription at any retail pharmacy within the Express Script network.

**Q: Can I switch non-maintenance medications to the Kaleida Health Family Pharmacies mail to home program or Express Scripts mail order for convenience?**

A: Yes, many other prescriptions are eligible for mail order. Please contact your desired pharmacy for questions.

- Express Scripts mail order pharmacy at 1-800-939-3751
- Kaleida Health Family Pharmacies – Mail to Home Service:
  - Buffalo General Medical Center, High Street Pharmacy (716) 859-1570
  - Children’s Home Care Pharmacy (716) 878-7990
  - Suburban Family Pharmacy (716) 568-3784

**Q: Can I pick up my maintenance medication prescription at a Kaleida Health pharmacy?**

A: No, all eligible maintenance medications on the formulary must be mailed to home from a Kaleida Health pharmacy or use the Express Scripts mail order service. However, medications that are not listed as “customer home delivery” maintenance medications on the BlueCross BlueShield of WNY formulary may be picked up at a Kaleida Health pharmacy or any retail pharmacy within the Express Scripts network.

**Q: Can I request an automatic refill of my maintenance prescription?**

A: Yes – both Express Scripts and Kaleida Health Family Pharmacies offer an automatic refill option. To elect this option you can sign on to the Express Scripts website at: [www.express-scripts.com](http://www.express-scripts.com) or by calling your Kaleida Health Family Pharmacy for assistance.

**Q: How will I know when my prescription is about to expire?**

A: Both Express Scripts and Kaleida Health Family Pharmacies will notify a member when their last authorized prescription has been filled.

**Q: Can I fill maintenance medications every 30 days or do I need to switch to the 90 day fill?**

A: If the medication is on the BlueCross BlueShield formulary identified as a maintenance medication, it will fall in the parameters of the mandatory mail order program and a 90 day fill will be required. The member is allowed two 30 day fills to allow them time to get their prescription sent to one of the two approved mail suppliers. If a third 30 day fill is attempted, the member will be advised that it may only be filled at full cost to the member or must be moved to a 90 day mail order at one of the designated pharmacies.