Frequently Asked Questions

Will there be new ID cards?

Yes, a new prescription drug ID card will be included in the welcome package you’ll receive in mid- to late-December. This ID card is separate from and in addition to your medical plan ID card. (Please note that the employee ID card will be used for covered dependents. Individual ID cards will not be issued for dependents.) Beginning January 1, please show the new Medco ID card to the pharmacist when filling a prescription for you or a covered family member.

How do I register with the Medco website?

On or after January 1, 2012 visit www.medco.com® and click the link “Click here to register” under the log-in box. Provide your Medco member ID number, e-mail address, and a recent prescription number from your current mail-order pharmacy. (If you do not have the number from a current mail-order prescription, you can still complete the registration, although you won’t be able to see your prescription information.) Afterward, the next time you visit the site, you will only need to enter your e-mail address and password to log in.

To order a refill online, be sure your profile has your current prescription and contact information. Your available mail-order refills will display on the Order Center page, along with any retail prescriptions that you could transfer to mail. Select the prescriptions you want to refill and follow the prompts.

Can I obtain more than one ID card?

Yes, you can order online at www.medco.com or call Member Services toll-free at 1-800-988-1794. Also, a convenient feature on the Medco website allows you to print a temporary prescription ID card for use at a participating retail pharmacy. This feature can also be handy if you need to quickly find your member information in order to call Member Services or fill out a mail-order form. The temporary card isn’t intended to replace your retail prescription card. If you need to order a permanent replacement card, please contact Member Services.

Will there be changes to prescription copays?

Depending on your medical plan, there may be copay changes. Below are highlights of the changes. You will be able to use the prescription lookup function on medco.com to find specifics about copays for 2012.

IU HDHP & Health Savings Account—

The plan’s 20% copay (after the deductible is met) remains the same; however, you may see slightly different prescription costs based on differences in Medco’s discount contracts with pharmacies. Medco’s preventive prescription list (no deductible applies) will include most of the same medicines, plus additional categories that will have no deductible. The new categories include preventive medications for asthma, ulcers, estrogen and progesterone replacement, cancer side effects, and colonoscopy preparations.
IU PPO $900 Deductible and IU PPO Blue Access—
The prescription copays for the three “tiers” of coverage will remain the same for retail and mail order; however, tiers will be replaced with Generic, Preferred Brand, and Non-Preferred Brand designations based on the Medco-preferred drug list. While many drugs will have the same copays, some may be lower or higher according to which level they fall under in Medco’s preferred drug list; for example, some generic drugs are now Tier 2 or 3 and will be in the lowest copay level, Generic. The copay for brand drugs in Tier 2 or 3 will depend on whether they are classified as “Preferred Brand” or “Non-Preferred Brand.”

IUQP Exclusive Provider Plan—
The prescription network and benefit for this plan will be replaced with the same prescription benefits as in the PPO $900 Deductible and PPO Blue Access plans.

What can I do if my prescription moves to a higher copay?
You may find that, under the prescription plan, there are new lower-cost prescription options to discuss with your physician. If you take a medication that is about to become Non-Preferred, ask your doctor whether a plan-preferred drug would be right for you.

How can I find out what my prescription copays will be for 2012?
Prior to January 1, 2012, visit Medco’s dedicated IU Open Enrollment web page at www.medco.com/iu to check the price and coverage of medications. Select “Price a medication” from the left-hand menu, and search for a medication to see its price. Click “View coverage notes” on the pricing results page to see any coverage details.

Starting on January 1, 2012, register at www.medco.com to obtain prescription benefit and claim information. (Be sure to have your member ID number and a recent prescription number handy.) You can also call Medco Member Services at 1-800-988-1794 to confirm your medication’s preferred drug list status.

Take advantage of potential money savings by using the Medco Pharmacy® mail-order service to fill long-term prescriptions. Refill less often and make fewer payments during the year by getting up to a 90-day supply for one copay.

What will happen to my current prescriptions on January 1, 2012? Do I need a new prescription?
If you have refills remaining on a retail prescription: Express Scripts is providing Medco with open refill information to allow most prescriptions to be filled at the same retail pharmacies without a new prescription. A notable exception is that controlled substance prescription transfers (such as for sleep aids) are prohibited by federal law; therefore, new prescriptions will be required for these drugs. Call or visit the local retail pharmacy where the prescription was last filled and ask for a refill. Be sure to show the new prescription drug ID card to the pharmacist on or after January 1, 2012.
If you have refills remaining with a current mail-order service: Most mail-order prescriptions will transfer to the Medco Pharmacy. Exceptions are that IUHQP mail order prescriptions will not be transferred and controlled substance prescription transfers are prohibited by federal law; therefore, new prescriptions will be required in these cases.

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To complete the transfer process, choose one of the options below. Be sure that you still have at least 2 weeks’ worth of medication on January 1 to ensure ample supply during the transition.

**NOTE:** Transferred refills may not be available immediately, but they should be available shortly after the transition to Medco.

- **Online:** On or after January 1, register on the Medco website at [www.medco.com](http://www.medco.com) to activate your account. Register by using your Medco member ID number (shown on the new prescription drug ID card) and a recent prescription number from your previous mail-order pharmacy. Follow the instructions for refilling prescriptions.

- **By mail:** Send the refill slip or label, along with the required copay, to the Medco Pharmacy Order Center. The welcome package you will receive in December will include an envelope for this purpose.

- **By phone:** Call Medco toll-free at 1-800-988-1794. Have your prescription number handy.

**Helpful tip:** However you choose to refill, remember to request refills at least 2 weeks before the current 90-day supply runs out.

Mail-order prescriptions for controlled substances and compound medications will not be transferred. You will need to ask your doctor for a new prescription to send to Medco Pharmacy. The welcome package will have more information on how to do this.

How do I start using Medco Pharmacy?

To get started using Medco Pharmacy for medications taken on an ongoing basis, ask your doctor to write a prescription for up to a 90-day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you can:

- Mail the prescription(s) and required copay in the envelope provided with the Welcome Package.
- Ask your doctor to call 1-888-327-9791 for instructions on how to fax the prescription. The doctor must have your Medco member ID number (found on your prescription drug ID card).
How soon will I receive a mail-order prescription? Can I check the status of the order?

Orders are usually processed and mailed within 48 hours of receipt. Please allow 8 days from when Medco receives the prescription. After January 1, 2012, check the status of the order by logging onto www.medco.com and choosing "Order status" from the left menu. Or, call Member Services and use the automated system. You must update your profile at www.medco.com with a prescription number before checking the status of the order online.

Is there an additional charge for shipping and handling?

No. Medications are shipped via standard service at no cost to you. Express shipping is available for an additional fee.

What is the supply limit for medication?

You can receive up to a 30-day supply of medication from a participating retail pharmacy. However, for medication taken on an ongoing basis, ask your doctor to prescribe up to a 90-day supply, plus refills for up to 1 year (as appropriate), to be filled through Medco Pharmacy.

How do I get additional mail-order forms?

Visit www.medco.com to print or order additional mail-order forms. You can also call Member Services 1-800-988-1794 to use the automated system. Medco will mail the requested items right away.

How do I find a participating retail pharmacy?

After January 1, 2011, log in at www.medco.com and select “Locate a pharmacy” from the left-hand menu. You can also call Member Services 1-800-988-1794 to use the interactive pharmacy locator. Be prepared to provide your member ID number and the area where you want to locate a pharmacy.

Prior Authorization—when is a coverage review necessary?

Some medications are not covered unless you first receive approval through a coverage review (prior authorization). This review uses plan rules based on FDA-approved prescribing and safety information, clinical guidelines, and uses that are considered reasonable, safe, and effective.

There are other medications that may be covered, but with limits (for example, only for a certain amount or for certain uses), unless you receive approval through a coverage review. Before the medication may be covered under your plan, Medco will ask your doctor for more information than appears on the prescription.
What if my prescription already has a prior authorization? How will I know if my medication requires one? Will I need a new one?

To save you time and help avoid any confusion, you can check to see if your medication does require coverage review (prior authorization), you can call Medco Member Services on or after January 1, 2012, at 1-800-988-1794.

How will diabetes supplies be covered? Copays for monitors, strips, lancets? Will I need to change monitor brands?

Your preferred brand meter may be changing. Visit www.medco.com anytime to check the price and coverage of medications under your plan. Simply select “Price a medication” from the left-hand menu, and search for your medication to see pricing. Click “View coverage notes” on the pricing results page to see any coverage details. If you are a first-time visitor to medco.com, please take a moment to register. (Be sure to have your member ID number and a recent prescription number handy.)

I currently use a specialty drug. How do I continue to fill my specialty medications?

As part of your prescription drug benefit, Indiana University has arranged for you to have access to the enhanced services of Accredo, Medco’s specialty pharmacy, for your specialty medication needs. To take the first step toward an uninterrupted covered supply of your specialty medications, simply call the number on the back of your ID card and an Accredo representative will help you get started with Accredo.

With your permission, Accredo will fax your doctor to request a new prescription. For quicker response, please call your doctor’s office to advise them of this incoming fax.

After your doctor faxes the new prescription to Accredo, one of Accredo’s patient care representatives will call you to arrange a convenient time to deliver your medication. Your shipment should arrive within five to eight days after Accredo receives the fax from your doctor and confirms a delivery time with you.

When your medication is getting low, an Accredo representative will call you to arrange for your next refill and shipment, so you’ll never have to worry about running out of your medication.

I am going on vacation. Can I get an additional supply of medication?

Yes. To receive an extended supply of medication, call Medco Member Services at 1-800-988-1794.

Can I receive a 1-year supply of medication if I am traveling overseas?

Yes. You may receive a 1-year supply of medication from Medco as long as it is indicated on your prescription. You will be responsible for the copay associated with a 1-year supply. For more information, call Medco Member Services at 1-800-988-1794.