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# A SPECIALTY COPAY SOLUTION

FlexAccess™

## Save money on your high-cost medicines

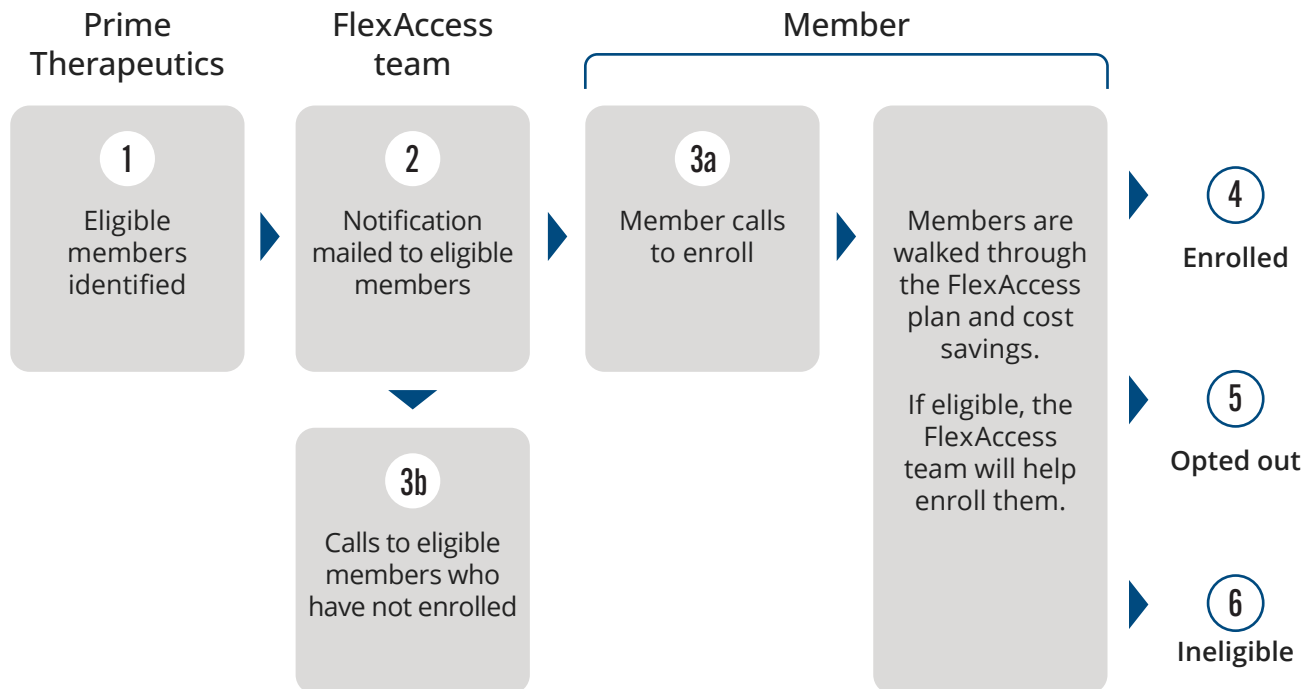
We know long-term health conditions can be expensive. The specialty medicines used to treat these conditions can also be hard to get. FlexAccess can help you find the best copay assistance program – making your medicines more affordable.

## Benefits of FlexAccess

**Savings:** Enrolling in manufacturer copay assistance means you will see savings on your specialty medication fills.

**Peace of mind:** The dollars you pay for your prescriptions with FlexAccess count toward the amount you pay before your plan starts paying – your deductible. What you pay also counts toward your out-of-pocket maximum.

## FlexAccess member enrollment



## 1. Eligible members identified

Prime Therapeutics identifies eligible members based on historical pharmacy claims data.

## 2. Notification mailed to eligible members

Members who are identified as taking an eligible specialty medication will receive a letter prior to 30 days go live date.

Members who are new to filling a specialty medication that is FlexAccess eligible will receive notification following the prescription fill.

## 3a. Member calls FlexAccess

### **How will members enroll?**

Members will receive a letter and/or phone call to connect them to the FlexAccess team. The FlexAccess team discusses the program with the member, including whether they are already enrolled in a copay assistance program. If so, there is not a need for them to re-enroll and they can utilize their assistance as they have been. For members who are not using a copay assistance program currently, the FlexAccess team can help assist them with enrollment. Once enrolled, member copay assistance information will be used at their preferred in-network specialty pharmacy.

### **What happens if an member was already enrolled and using manufacturer assistance prior to becoming a member of the health plan?**

This is a common occurrence with manufacturer assistance. The FlexAccess team is experienced in walking the member through what they can expect with the FlexAccess program. The FlexAccess team will work with the members to ensure they have the coupon information they need, and work to ensure members have the same benefits they've been receiving.

The FlexAccess team can also work with members who have already used a portion of their funds.

### **Will the member have to call customer service to enroll?**

The FlexAccess program applies as a benefit to all members within the plan design. The member should contact the FlexAccess team for enrollment into the copay assistance program for their drug. It is highly encouraged that the member still contacts the FlexAccess team, even if they are already enrolled in the copay assistance program for their medication.

Members can call FlexAccess Team 1-888-302-3618, available between the hours of 8am to 8pm ET

## 3b. Calls to eligible members who have not enrolled

Eligible members who do not respond to the letter will receive two phone calls.

## 4. Enrolled

Enrolled members are guided through the process and informed how/who to call if questions arise.

## 5. Opted out

Members who choose to opt out will be responsible for their standard specialty cost share.

## 6. Ineligible

Ineligible members revert to their standard benefit design.

### **Ineligibility occurs when:**

- Member's primary or secondary is no longer a commercial insurance plan or qualifies for manufacturer coupon
- Member switches to a drug that there is no program for or to a drug that is not on the drug list