

# Get the Help You Need to Maximize Your Prescription Drug Benefits

EmpiRx Health facilitates the prescription benefit for your group health plan, administered through Diversified Group. This prescription benefit will replace your current prescription benefit program.



Your prescription drug benefits provide coverage for prescription drugs at over 68,000 retail pharmacies nationwide including most chains. EmpiRx Health focuses on providing members with best in class service using evidence-based decisions to ensure you receive the right drug at the right quantity for the best price. EmpiRx Health's world class hands-on approach guarantees a personalized touch at every level, with Member Care Advocates available around the clock, 24/7/365, to assist you with all your prescription questions.

## Benefit Identification Card

Prior to your coverage effective date with EmpiRx, you will receive a new Benefits Identification Card, reflecting both the PPO network, and EmpiRx as your new prescription benefits administrator. This combined card will be for use at the pharmacy *as well as* at your medical provider's office. Once received, please remember to destroy all other health identification and prescription cards.

## Retail Pharmacy Benefit

In order to receive your prescription discount at the retail pharmacy, **it is very important that you present your new benefit identification card to your pharmacist.** In addition, many retail pharmacies offer automatic refill services via telephone or Internet access. Before utilizing this service on your next refill, you will need to:

1. *Call your local pharmacy to speak to a pharmacist so they can update your patient profile.*
2. *Inform your local pharmacist that EmpiRx is your new prescription benefit manager (PBM), and*
3. *Provide them with your ID number and the prescription processing information located on the front of your new ID card.*

## Mail Order Pharmacy

The EmpiRx Health mail service pharmacy, Benecard Central Fill, is an option for you to obtain maintenance medications. Typically, prescriptions filled through mail service include medications used to treat chronic conditions and are written for up to a 90-day supply, plus refills. Prescriptions that you need to use immediately should always be taken to your local pharmacy.

For your first order, complete the Mail Service Order Form which will come in your welcome kit, and mail it along with your original prescription using the pre-addressed envelope provided to Benecard Central Fill. You can also have your physician submit your prescription electronically to Benecard Central Fill or fax your prescription to 1-888-907-0040. Be sure that your physician includes the cardholder name, ID number, shipping address, and patient's date of birth. Only prescriptions faxed from a doctor's office will be accepted via fax.

### To order refills you have three options:

- **Internet:** Visit [www.empirxhealth.com](http://www.empirxhealth.com). If you have not yet registered, click on Register. If you are a registered user, log in and select Mail Order.
- **Phone:** Call Member Services toll-free, 1-877-241-7123, 24 hours a day, 7 days a week, and use the prompts to order your refills. Have your identification number and credit card information ready.
- **Mail:** Send the Refill Request Order Form provided with your last shipment back to Benecard Central Fill mail service in the pre-addressed envelope.

### **EmpiRx Health does NOT automatically refill your prescriptions.**

To avoid delays, always include the appropriate copayment (if applicable) when your order is placed. Visa, MasterCard, Discover, or American Express and debit cards are accepted. You may also pay by check or money order made payable to Benecard Central Fill. Please do not send cash. Please allow up to two (2) weeks for delivery. Emergency prescriptions can be expedited at an additional charge.

**IMPORTANT: If you use mail order for your prescriptions and have refills remaining at the previous mail order pharmacy, you will need to obtain a new prescription from your prescriber. Refills will not be transferred.**

## Preferred Medication List

The Preferred Medication List is a guide for selecting clinically and therapeutically appropriate medications. It should not take the place of a physician's or pharmacist's judgment regarding a patient's pharmaceutical care. Refer to [www.empirxhealth.com](http://www.empirxhealth.com) for the most recent version of the Preferred Medication List. If your medication is "non-preferred" we encourage you to talk with your physician and ask if a preferred alternative is right for you. If s/he agrees, ask for a new written prescription. Please note that if you elect to continue taking a non-preferred medication, you may be subject to pay a higher copayment at the pharmacy based on your plan design.

**IMPORTANT: The Preferred Medication List with EmpiRx may be subject to standard exclusions, quantity limits, day supply requirements, step therapy requirements and prior authorizations. Once enrolled, please call EmpiRx Member Services at the number listed below for specific drug coverage information. Formulary changes can occur throughout the year due to continuous review of new and existing drugs in the marketplace.**

## Online Member Tools

Maximize your benefit and find out how you can save on your out-of-pocket costs with our valuable member resource tools online at [www.empirxhealth.com](http://www.empirxhealth.com) including:

- Plan coverage details and co-pay information
- Network pharmacy finder
- Mail service access to request refills and check order status
- Updated preferred medication list
- Drug comparison pricing tool to identify lower cost alternatives
- Drug information
- Recent personal drug utilization history including the amount you have paid and what the plan has paid on your behalf.  
This is helpful for year-end tax purposes

Registration is easy once you become effective! Along with your EmpiRx Health ID card, you will need basic member information, a phone number, and an email address. Refer to our website periodically for the most recent pharmacy network finder and preferred medication list.

If you have any questions, please contact Diversified Group or EmpiRx at the numbers below.

**Diversified Group**

1-888-322-25254 x412

[cs@diversifiedgb.com](mailto:cs@diversifiedgb.com)

M-F 8:00 a.m. to 4:30 p.m. EST

[www.dgb-online.com](http://www.dgb-online.com)

**EmpiRx Health**

1-877-241-7123

24 hours a day, 7 days a week