

PARTNERS RX

We're in this business together.



PRESCRIPTION BENEFIT PROGRAM

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getting
started



Welcome to Partners Rx

Partners Rx provides a wide range of prescription benefit programs that emphasize quality and cost-effective healthcare with management by healthcare professionals. We're pleased to welcome you to our pharmacy benefit program.

We look forward to filling your prescription needs. Over 60,000 pharmacies are contracted which include major chains and regional pharmacies. To locate a pharmacy, you can visit our website at www.partnersrx.com or contact one of our Customer Service agents at 1.800.711.4550.

Your out-of-pocket costs may be less, and/or the supply of medication may be greater, if you choose to receive your covered maintenance medications through the Mail Service Pharmacy. For more information on using Mail Service Pharmacy, please refer to the Mail Service section in this booklet.

Please remove the ID card attached to this booklet and keep it with you. **You must present the card along with your prescription to any participating pharmacy to receive your medication.** If you have any questions regarding your pharmacy benefit, please call Partners Rx Customer Service at 1.800.711.4550. We are open 24 hours a day, 7 days a week.

An Introduction to Your Prescription Benefit Program

Welcome to your prescription benefit program. This program is administered by Partners Rx, your pharmacy benefit manager. Your prescription benefit program lets you and your eligible dependents obtain prescription medications conveniently and at reasonable prices.

A few of the important objectives of this program include:

- Providing a high-quality prescription benefit program that meets your needs and the needs of your family
- Helping promote the use of safe and cost-effective medications

This booklet was developed for you to use as a resource—along with other prescription benefit program resources such as the Partners Rx website (www.partnersrx.com) and the Customer Service telephone line at 1.800.711.4550—to help you understand how the program works and how you can get the most out of this benefit. Please take this opportunity to educate yourself about this important benefit.

Important Features of Your Prescription Benefit Program

Some features of this prescription benefit program that will help you use your benefit more effectively are:

Generic provision: Under the prescription benefit program, if you choose to receive a brand name drug when a generic drug is available, you may be responsible for your copayment plus the difference in cost between the generic and the brand name drug. Please refer to your benefit document for the specific details of your prescription coverage.

Prior Authorization: Prior Authorization may be required for the prescription benefit program to cover certain types of drugs.

What is Prior Authorization?

Your prescription benefit program may have a Prior Authorization process. Prior Authorization helps ensure that you and your family receive the right care and the right drug to stay healthy. Prior Authorization also helps ensure that the drug you've been prescribed is medically needed. Finally, Prior Authorization helps ensure that you receive proper follow-up care.

Quantity limits: The prescription drug plan may limit certain medications by dose or number of units to help ensure that the medication is used safely and effectively.

Your Prescription Drug Coverage

GENERICS

Prescription drugs can be a costly part of your medical expense. Americans spend over a billion dollars on prescription drugs each year. One thing you can do to help control health care costs is to consider taking generic medications. For example, the average prescription cost of a generic drug is approximately \$25.00 and the average prescription cost of a brand name drug is approximately \$114.00. Generic drugs may offer you a better value, while still being safe and clinically effective, and in some cases, offer you a lower copay.



A number of questions and concerns have been raised about the quality of generics as compared to brand name products, and you may wonder whether you should take them. The following are answers to some of the more commonly asked questions about generic drugs.

What is a generic drug?

A new drug is given two names. One is the brand name, which is what the manufacturer chooses to call the product. The other is the generic name, which is the name of the chemical compound of the drug. Every drug has a generic name to describe its active ingredient.

Why are most generic drugs less expensive than brand name products?

When a company develops a new drug, it has a patent for 17 years. The patent protects the drug company's right to be the only manufacturer of that drug. After the patent expires, other companies can manufacture and sell the drug under either a different brand name or the generic name. Because of lower research costs and more competition, the new product is usually sold at a lower price than the original brand name product.

Who manufactures generic drug products?

Many drug companies that manufacture brand name products also manufacture generic products. In fact, many drug companies that manufacture the brand name products also own the company that makes the generic version of their drug.

How are generic drugs approved for use?

The Food and Drug Administration (FDA) reviews all brand name and generic products for safety and effectiveness. Before a generic drug is approved for use in the United States, the drug company must provide proof to the FDA that the product has the same active ingredient as the brand name product. In addition, the generic product must meet FDA standards for the amount of active ingredient and speed of absorption into the body. When the generic product meets these standards, it is considered equivalent.

Are generic drugs effective?

To gain FDA approval, a generic drug must have the same effect on the body as the brand name product. This means that the generic product must have the same active ingredient and must be the same strength.

Sometimes, the generic drug may have a different color or shape than the brand name drug. This has no effect on the medical action of the drug; however, it does help to distinguish one product from another.



Are generic drugs safe?

The FDA ensures that all new brand name and generic drugs are safe and effective. The FDA also monitors reports from doctors, pharmacists and nurses on adverse drug reactions. With all drugs, brand and generic, some adverse reactions are possible.

Mail Service Pharmacy

AN EASIER WAY TO GET YOUR MEDICATIONS

Partners Rx can't put an end to all your errands, but we can cross one off your list. The Mail Service Pharmacy can eliminate frequent trips to the pharmacy for your maintenance medication refills. No more waiting until the last minute, because you can order refills three weeks ahead of time—and standard shipping is free. No more waiting in lines—after all, aren't there other things you'd rather be doing? But giving you more free time is just one benefit of this service offered to you by Partners Rx.

GETTING STARTED IS JUST A PHONE CALL AWAY

And it's convenient. Just call **1.800.711.4550** and we'll request a new prescription from your doctor. All we need is your prescription information (medication name[s] and dosage) and the full name and phone number of your doctor.

If you prefer ordering by mail, you can complete the enclosed prescription order form and return it with your payment and prescription(s).

Your prescription will usually arrive within seven working days after we receive your order. Included with your medication will be a reorder form, detailed instructions that tell you how to take the medication, advice about possible side effects, and other information. We will also include the toll-free number that connects you to our Registered Pharmacists, so you can call to get answers to any questions.

REFILLS ARE EVEN EASIER

It's simple to find out how many refills you have left by looking at the reorder form included with every prescription. This information is also available on our website and by phone at **1.800.711.4550**. You can order refills by phone, by mail or over the Internet at www.partnersrx.com. Refills are usually processed within 48 hours, and you can order three weeks before your medication runs out.

MAIL SERVICE PHARMACY IS SAFE

The Mail Service Pharmacy is staffed by Registered Pharmacists and Registered Pharmacy Technicians. Along with using state-of-the-art technology, these specially trained professionals conduct multiple quality and accuracy checks of your order.



Quality: The Mail Service Pharmacy maintains a record of all medications filled using your plan coverage, in most cases regardless of where you had them filled. A pharmacist verifies that a new prescription won't interfere with any other medications you're taking.

Accuracy: The Mail Service Pharmacy uses an automated system that is designed for accuracy to fill your prescriptions. Before your package is sealed and mailed to you, a pharmacist reviews the contents one last time.

Safety and Timely Delivery: Your prescription bottles packaged by the Mail Service Pharmacy are secured with a tamper-evident seal, and your order is shipped using a major carrier. Refrigerated items are shipped by two-day service or Priority Mail in styrofoam containers with cold packs to ensure product stability. For added security, some medications (including Schedule II controlled substances) are shipped “signature required.”

CONVENIENCE THAT COSTS LESS

The Mail Service Pharmacy may save you money. To find out the copayment for your maintenance medication, call **1.800.711.4550**.

HIGH QUALITY AND LOWER COSTS WITH GENERIC MEDICATIONS

Like your local pharmacy, the Mail Service Pharmacy uses generic medications (when possible) to fill your prescriptions. These medications have met the standards set by the Food and Drug Administration (FDA). The FDA will approve a generic equivalent if its safety, purity, strength and effectiveness are proven to match that of the brand name version. Using generics provides the same quality as the brand name, usually at a lower cost.

You may request a brand name medication by notifying us on your prescription order. Because the brand name product may be subject to a higher cost or copayment (as specified by your plan), we suggest you call for a price check before making your request.

IT'S EASY TO FIND OUT MORE

To learn more about the Mail Service Pharmacy, give us a call at **1.800.711.4550**.

Our TDHI (telephonic device for the hearing impaired) number is **1.800.498.5428**.

Please check your plan benefit materials to make sure that mail service is a benefit offered to you.



Partners Rx Contact Information

Departments/Services for Members

Customer Service	1.800.711.4550
Mail Service Pharmacy Customer Service	1.800.711.4550
TDHI (for the hearing impaired)	1.800.498.5428

Departments/Services for Physicians

Prior Authorization	Phone: 1.800.711.4555 Fax: 1.800.527.0531
Injectable Prior Authorization	Phone: 1.800.711.4555 Option 1 Fax: 1.800.853.3844
Electronically	<u>www.partnersrx.com</u> (The request form is located under Healthcare Professionals.)

Days and Hours of Customer Service

We are open 24 hours a day, 7 days a week.



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HOW DO I KNOW IF MY MEDICATION REQUIRES PRIOR AUTHORIZATION?

A list of covered drugs is in the printed version of the quick reference drug formulary, which is included in this booklet. To obtain a full formulary listing, log on to the Partners Rx Website, www.partnersrx.com.

Formulary drugs that require Prior Authorization are identified as such in the full formulary listing; others that are not listed may also require Prior Authorization. Your doctor and pharmacist are provided information regarding the Prior Authorization policies of your prescription drug plan.

What if my medication requires Prior Authorization?

Several options are available to you:

- Review your medication and the formulary drug list with your doctor. There may be another drug available on the formulary list that would not require Prior Authorization.
- You can ask your doctor to call or fax a Prior Authorization request. The process is very simple for your doctor. The phone number for your doctor to call is included in this booklet. A Prior Authorization request form can also be faxed and is available on the Partners Rx Website under the Healthcare Professionals section.
- You can ask your pharmacy to contact your doctor concerning a Prior Authorization request. Your doctor can then call or fax a prior authorization request.
- A staff of qualified pharmacists and technicians is available Monday through Friday from 6:00 a.m. to 6:00 p.m. Pacific Time to help your doctor with a Prior Authorization request. Your doctor is notified of a Prior Authorization decision within two business days. Most requests are completed within 24 hours.
- Complete information is required to properly review a Prior Authorization request. Your doctor may need to provide information about your diagnosis or drug history. This may include documents, records or lab tests to show that the requested drug is the right treatment for your medical condition.



Plan Formulary

HOW TO READ THE FORMULARY PRESCRIPTION DRUG LIST

- Drugs are listed alphabetically by brand name.
- Generic Medications (Lowest Copay) are listed in all lower-case letters.
- Preferred Brand Name Medications (Middle Copay) are listed with a leading capital letter.
- Non-Preferred Brand Medications (Highest Copay) are listed with an asterisk (*).

IMPORTANT REMINDER:

The Formulary Prescription Drug List is updated several times a year as new drugs become available. For the most up-to-date information, visit www.partnersrx.com.



Formularies and Three Tier Benefit Design

WHAT ARE FORMULARIES?

A formulary is a list of preferred and non-preferred medications that is covered under your prescription drug benefit and is available to your health care provider to use in your treatment. Most hospitals have used these medication lists for years to control costs while still providing quality medications. Pharmacy benefit managers (PBMs), health plans and even some large medical groups have turned to these medication lists to help reduce rising drug costs.

WHY ARE FORMULARIES NECESSARY?

Drug costs continue to rise. Formularies list medications that offer the best value without sacrificing quality of care. Reducing rising drug costs helps all of us reduce overall health care costs.

WHO DECIDES WHICH MEDICATIONS ARE ON THE FORMULARY?

Drugs are added to or deleted from the formulary only after careful review by a committee of practicing physicians and pharmacists. This committee, called a Pharmacy and Therapeutics (P&T) Committee, has the duty of reviewing new and existing drugs. This committee decides which drugs provide quality treatment at the best value.

HOW IS A MEDICATION ADDED OR DELETED FROM THE FORMULARY?

A drug must first demonstrate safety and effectiveness to be added to a medication list. The cost of a medication is considered only after safety and effectiveness are determined. Some drugs have similar safety and effectiveness and are available at a lower cost. Therefore, the safest, most effective and least costly medication is generally added to the list.

HOW OFTEN ARE CHANGES MADE TO THE FORMULARY?

Formularies are dynamic, and changes are made to keep up with new and ongoing research results in the health field. The P&T Committee meets quarterly, and changes may or may not be made to the formulary based on the committee's review.

WILL MY COPAY BE HIGHER IF I CHOOSE TO USE A NON-PREFERRED MEDICATION?

Your plan may require a higher copayment for non-preferred medications. Check your benefit materials if you have specific questions about your pharmacy benefit.

HOW CAN I FIND OUT WHAT DRUGS ARE ON THE FORMULARY?

You can either visit the Partners Rx website at www.partnersrx.com or call us at 1.800.711.4550.

WHAT IF MY MEDICATION IS NOT ON THE FORMULARY?

Formularies list alternative medications which are safe and effective. The medications often have the same therapeutic effect on your body. If your medication is not listed, ask your doctor or pharmacist for an alternative.

Most Commonly Prescribed Medications from the Partners Rx Formulary

All generic medications are on the PRx formulary. Please use this quick reference list when you receive a prescription. To receive maximum prescription drug benefits, ask your doctor to prescribe a medication on the formulary. Remember, if a preferred drug from the formulary is prescribed, your copay may be less than if a non-preferred drug (a drug not on the complete formulary list) is prescribed for you. To see a complete formulary, visit www.partnersrx.com, under Members, or call toll-free 1.800.711.4550.

Drugs are listed alphabetically by brand name.

Key:

Lowest Copay	Generic Medications	Listed in all lower-case letters
Middle Copay	Preferred Brand Name Medications	Listed with a leading capital letter
Highest Copay	Non-Preferred Brand Name Medications	Listed with an asterisk (*)

Activella	Astelin	Betimol
ActoPlus Met	Atrovent*	Betopic S
Actos	(ipratropium bromide)	Byetta
Advair	Augmentin*	Calan, SR*
Aldara	(amox/clav)	(verapamil, SR)
Alora	Avalide	Capoten* (captopril)
Alphagan P	Avandamet	Carafate* (sucralfate)
Altace	Avandaryl	Cardizem* (diltiazem)
Alupent*	Avandia	Cardura* (doxazosin)
(metaproterenol)	Avapro	Ceclor, CD*
Amaryl* (glimeperide)	Azmacort	(cefaclor, ER)
Amoxil* (amoxicillin)	Azopt	Ceftin* (cefuroxime)
Anaprox, DS*	Bactrim, DS*	Cefzil* (cefprozil)
(naproxen sodium)	(sulfamethoxazole/trimethoprim)	Cenestin
Ansaid* (flurbiprofen)	Betagan* (levobunolol)	Cipro* (ciprofloxacin)
Arixtra		Ciprodex
Asmanex		Climara* (estradiol)

Climara Pro	Glucophage, XR* (metformin, ER)	Lasix* (furosemide)
Coreg* (carvedilol)	Glucotrol, XL* (glipizide)	Levemir
Coreg CR	Glucovance* (glyburide/ metformin)	Lexapro
Corgard* (nadolol)	Glynase Prestab* (glyburide micro)	Lipitor
Cortifoam	Glyset	Lodine* (etodolac)
Cosopt	Halcion* (triazolam)	Lopid* (gemfibrozil)
Coumadin (warfarin)	Humalog	Lopressor* (metoprolol)
Crolom* (cromolyn)	Humulin	Lortab* (hydrocodone/APAP)
Cytotec* (misoprostol)	Hydrodiuril* (hydro- chlorothiazide)	Lotensin, HCT* (benazepril/HCTZ)
Dalmane* (flurazepam)	Hytrin* (terazosin)	Lotrel* (amlodipine/ benazepril)
Desyrel* (trazodone)	Imdur* (isosorbide mononitrate)	Lozol* (indapamide)
Detrol, LA	Imitrex	Maxzide* (triamterene/ HCTZ)
Diabeta* (glyburide)	Inderal* (propranolol)	Metaglip* (glipizide/ metformin)
Diflucan* (fluconazole)	Inderal LA* (propranolol LA)	Micronase* (glyburide)
Dilacor XR* (diltiazem CR)	Indocin, SR* (indomethacin, SR)	Mirapex
Dipentum	Intal Inh.	Monoket* (isosorbide mononitrate)
Diovan, HCT	Intal Soln.* (cromolyn)	Motrin* (ibuprofen)
Duac	ISMO* (isosorbide mononitrate)	Nalfon* (fenopropfen)
Dyazide* (triamterene/ HCTZ)	Isoptin, SR* (verapamil, SR)	Naprosyn* (naproxen)
Effexor* (venlafaxine)	Isordil* (isosorbide dinitrate)	Nasonex
Effexor XR	Janumet	Niaspan
Estrace* (estradiol)	Januvia	Nitro-Dur
Estraderm	Keflex* (cephalexin)	Nitrostat* (nitroglycerin)
Estring	Lanoxin	Nizoral* (ketoconazole)
Evista	Lantus, SoloSTAR	Norpramin* (desipramine)
FemHRT		Norvasc* (amlodipine)
Flomax		Novolin
Flonase* (fluticasone)		
Flovent, HFA		
Foradil		
Fosamax		
Fosamax-D		
Fosrenol		

Novolog	Prozac* (fluoxetine)	Trandate* (labetalol)
Ocupress* (carteolol)	Pulmicort	Travatan, Z
Ogen* (estropipate)	Questran* (cholestyramine)	Trental* (pentoxifylline)
Omnicef* (cefdinir)	QVAR	Tricor
Omnipen* (ampicillin)	Reglan* (metoclopramide)	Trisicon* (iron/ intrinsic fx/B12)
Ortho-Est* (estropipate)	Remeron* (mirtazapine)	Trusopt
Orudis* (ketoprofen)	Requip	Uniphyll* (theophylline)
Oruvail* (ketoprofen)	Restoril* (temazepam)	Verelan* (verapamil SR)
Pamelor* (nortriptyline)	Septra, DS* (sulfamethoxazole/ trimethoprim)	VESIcare
Persantine* (dipyridamole)	Serevent Diskus	Vivelle, Vivelle Dot
Plavix	Spiriva	Voltaren* (diclofenac)
Pramasone 2.5%	Sporanox* (itraconazole)	Wellbutrin, SR* (bupropion)
Prandin	Starlix	Wellbutrin XL 150 mg
Precose	Symlin	Xalatan
Prefest	Synthroid (levothyroxine)	Xopenex HFA
Premarin	Tagamet *(cimetidine)	Zantac* (ranitidine)
Prempro, Premphase	Tenormin* (atenolol)	Zaroxolyn* (metolazone)
Prinivil* (lisinopril)	Theo-24	Zetia
Prinzide* (lisinopril/hctz)	Tilade	Zithromax* (azithromycin)
ProAir HFA	Timoptic, XE* (timolol, XE)	Zocor* (simvastatin)
Prometrium	Tolectin *(tolmetin)	Zoloft* (sertraline)
Protonix	Toprol XL* (metoprolol XL)	Zomig, ZMT
Proventil* (albuterol)		
Proventil HFA		
Provera* (medroxy- progesterone)		

Note: This is a partial list of medications that changes periodically. Inclusion of a medication on the formulary is not a guarantee of coverage. Please refer to your plan of benefits for coverage limitations and exclusions.

Not all benefits plans in all states are subject to quantity limits. For details regarding quantity limits for your particular benefits plan, contact Customer Service at the telephone number listed on your identification card.

Website Information

Visit us at www.partnersrx.com for up-to-date information.



The screenshot shows the Partners Rx website homepage. At the top, the logo "PARTNERS RX" is displayed in a serif font, with the tagline "We're in this business together." underneath. A navigation menu includes links for Home, About Us, Clients, Members, Healthcare Professionals, Pharmacy Services, Newsroom, and Contact Us. The main content area features a large image of four diverse people smiling. To the left of the image, the tagline "We're in this business together." is repeated in quotes, followed by a paragraph explaining the company's mission: "Who are the partners of Pbx? You, our clients and their members. When we work together, we make prescription benefit management cost effective and user friendly. That means providing the most clinically appropriate mix of drugs with the highest level of service at the lowest total cost." Below this is a welcome message: "Welcome to the site that shows you how." At the bottom, there are three columns: "Quick Links" with links to Mail Order Form, Mail Order Form (Medicare), Prescription Drug Claim Form, Specialty Drug Order Form, and Formulary; "Find a pharmacy" with a search prompt; and "More Info" with a sign-up prompt for email updates.

About Partners Rx

Partners Rx was founded with a mission to provide comprehensive prescription benefit management (PBM) services to its clients.



