

Pharmacy Benefit Dimensions®

An Independent Health  company

PHARMACY BENEFITS NEWSLETTER • VOLUME 9, ISSUE 2

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We now offer Wegmans Mail Order Pharmacy Services

At Pharmacy Benefit Dimensions, we're always looking for ways to provide you with outstanding service when it comes to your medication needs. That's why we are pleased to announce that we are now offering Wegmans Food Markets, Inc. as a mail-order pharmacy services option.

Wegmans is an 81-store supermarket chain with stores in New York, Pennsylvania, New Jersey, Virginia, Maryland and Massachusetts. The family-owned company has established itself as an industry leader, having been named one of the "100 Best Companies to Work For" by FORTUNE magazine for 16 consecutive years. Like Pharmacy Benefit Dimensions, Wegmans shares our strong commitment to customer service and satisfaction.

Through this new partnership, Wegmans Mail Order Pharmacy Services will offer you the ease and convenience of online refill ordering, online payments and extended customer service hours.

Update about other mail-order pharmacy options

Effective September 1, 2013, Express Scripts will no longer be part of Pharmacy Benefit Dimensions' participating pharmacy network. Therefore, our members who currently use Express Scripts will no longer be able to receive their 90-day supply of medication by mail from Express Scripts as of this date. Instead, they will need to obtain a new prescription from their doctor in order to continue receiving a 90-day supply from one of our participating pharmacies.

In addition to Wegmans Mail Order Pharmacy Services, you will still have the option to obtain your medications from Walgreens Mail Service Pharmacy or most retail pharmacies that participate in our pharmacy network. You may also be able to save on your out-of-pocket costs when having a 90-day supply prescription filled by any of these pharmacies (based on your plan design).

Our pharmacy help desk provides excellent service

Independent Health's Pharmacy Benefit Dimensions has a pharmacy help desk dedicated to pharmacy customer service on-site. Our pharmacy help desk strives to ensure that services for participating pharmacies are effective and efficient. Therefore, we continuously monitor our call volume, answer rate and abandon rate.

Our goal is to answer greater than 80 percent of all calls within 30 seconds and achieve an abandon rate of less than 3 percent. In 2012, our pharmacy help desk took over 170,000 phone calls where 85.6 percent of our calls were answered within 30 seconds and with an abandon rate of 1.3 percent.

Each year we survey our participating pharmacies on several topics pertaining to our pharmacy help desk. Here are the results from our 2012 survey:

- 96 percent rated the pharmacy help desk overall as "excellent" or "very good."

- 97 percent rated the pharmacy assistants overall as "excellent" or "very good."
- 97 percent answered that our pharmacy help desk support is "much better" or "somewhat better" than other health plans.

We congratulate and thank our 11 help desk associates for continually providing excellent service to our pharmacies.

Our pharmacy help desk is open when approximately 95 percent of our members' prescriptions are filled. The normal hours of operation are Monday through Friday from 8 a.m. to 11 p.m. (ET) and on Saturday and Sunday from 8 a.m. to 8 p.m. (ET). If your pharmacist is having trouble billing a claim after hours, he or she can reach us by calling our 24-Hour Medical Help Line at **(716) 631-8701** or **1-800-501-3439**, and pressing 2.

Please direct questions or comments you have about the Pharmacy Benefit Dimensions newsletter to:

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Pharmacy Benefit Dimensions

Helpful tips to help improve medication adherence

As you know, prescription medications help maintain health and treat long-term medical problems. However, even with prescription coverage, medications can be expensive, especially if you're on more than one drug. Plus, remembering to take your medications can sometimes be difficult.

One of the ways Pharmacy Benefit Dimensions® provides value to our members is by offering a choice of medications that help them maintain their health. Here are a few things you can do to help lower your out-of-pocket costs, as well as make it easier for you to follow your medication plan:

- **Switch to a generic medication.** If the brand-name medication you are taking has a generic version, switching to the generic version could potentially save you money on copayments.*
- **Split your tablets.** Some medications are able to be split in two. Your doctor will need to write a script for a 15-day supply of medication that is double the strength of the medication you are currently taking; splitting half of the tablet will provide you with your daily dose. You will pay half a copayment per 30-day supply of the medication.
- **Switch to once a day dosing.** If you take your medication multiple times a day, you may be able to switch to a once-a-day extended release version of your medication if available.
- **Change to a different formulation of your drug.** If your drug has side effects, you may be able to lessen these side effects by taking an extended release version of the drug. For example, the extended release version of metformin causes less gastrointestinal side effects than the immediate release version.
- **Use products that help you remember to take your medication.** If you have trouble remembering to take your medication, pill organizers, medication alarms and medication calendars can help you to remember to take your medication. Tops Friendly Markets offers a free timer cap for maintenance medications when filled at a Tops Pharmacy, which helps you to remember when you took your prescription last. If you have a smart phone, there are several apps that can remind you to take your medications.

Of course, only your doctor should decide which medications you should use based on your medical history and condition. To determine if a lower cost option or different version is appropriate for you, we encourage you to speak with your doctor.

*Copayments and savings may vary based on your benefit design.

New generic medications now available

Generic medications are safe and effective alternatives to brand-name drugs. They typically are less expensive than brand-name drugs, and the savings can be significant. For your reference, here are some generic medications that are scheduled to be released to the marketplace within the next eight months:

Brand Name	Disease Category	Estimated Availability
Advicor	Cardiovascular	Third Quarter of 2013
Cellcept	Immunosuppressant	Third Quarter of 2013
Lidoderm	Dermatology	Third Quarter of 2013
Niaspan	Cardiovascular	Third Quarter of 2013
Aciphex	Gastrointestinal	Fourth Quarter of 2013
Exalgo	Pain	Fourth Quarter of 2013
Cymbalta	Mental Health	Fourth Quarter of 2013
Vivelle-Dot	Women's Health	Fourth Quarter of 2013
Atacand	Cardiovascular	First Quarter of 2014
Loestrin 24FE	Women's Health	First Quarter of 2014
Micardis	Cardiovascular	First Quarter of 2014
Nexium	Gastrointestinal	First Quarter of 2014
Oxycontin	Pain	First Quarter of 2014
Exelon	Alzheimers	First Quarter of 2014
Hectorol	Vitamins	First Quarter of 2014
Avelox	Antibiotics	First Quarter of 2014
Evista	Women's Health	First Quarter of 2014
Renvela	Vitamins	First Quarter of 2014
Lunesta	Sedatives/Sleep Aid	First Quarter of 2014

Please note: Not all drugs are covered by all pharmacy benefit plans. Copayments, Tier placement and certain restrictions vary by plan. If you have any pharmacy-related questions, please call our Pharmacy Benefit Dimensions Member Services Department at **(716) 635-7880** or **1-888-878-9172**, Monday through Friday from 8 a.m. to 8 p.m.