

Dear SSU Healthcare Participants,

As announced previously, Shawnee State University will be transitioning pharmacy benefits from Anthem to Express Scripts (under the Rx Ohio Collaborative plan) effective July 1, 2009. In the next few days, you will receive important mailings from Express Scripts and Anthem at your home address. Please look for these important mailings as they will contain your new insurance cards along with other helpful information in to order to minimize disruptions during the transition process.

In addition to reviewing the mailings from Express Scripts and Anthem, please take the time to review the following information presented in Q&A format. This is designed to relay many details in an easy-to-understand format. It is categorized in related topics for ease of review.

[Benefit Plan Design](#)

Will our Pharmacy Benefits change as a result of the transition from Anthem to Express Scripts effective 7/1/09? No. The overall plan design will not change. Members will continue to be offered a three (3) Tier Pharmacy Plan (including generic, brand-name, and non-formulary drugs) with the same copayment structure. Only the plan administration is changing.

Will the Plan Administration be exactly the same? No. Besides the fact that we are moving from a fully-funded to a self-funded plan, Express Scripts (like every other Pharmacy Benefits Manager (PBM)) has a variation on the Drug Formulary (preferred drug list) and other common drug programs (such as Prior Authorization, Drug Quantity Management, and Step Therapy). While these may not be identical to the ones under Anthem, they are very similar. Considerable efforts were taken to mimic the plan (where possible) to minimize disruptions to our members. Please refer to these sections below to learn more about these programs and how they may impact you.

[Membership Cards](#)

Will I receive new Insurance/Membership Cards? Yes, you will receive separate cards from Express Scripts and Anthem. The Express Scripts Card is to be used for pharmacy benefits and the Anthem Card is to be used for medical and dental benefits. Members will need to retain both cards.

What will I need to do with these new Insurance/Membership Cards? After July 1, 2009, members will need to present these new cards to providers and pharmacies so insurance records can be updated and claims processed correctly.

What do I do with my old Insurance/Membership Cards? Please discard them so they are not confused with your new cards.

What if I need additional cards for multiple family members? Generally, you will receive two cards from each carrier. If you need additional cards, please call the customer service phone numbers on the back of your cards. You may also contact Human Resources to order additional cards.

[Mail Order / Home Delivery Prescriptions \(90 day supply\)](#)

Does Express Scripts offer a mail order service so I can get a 90-day supply of medication through the mail? Yes, it is called Home Delivery under Express Scripts.

Will I have to get all new prescription written for Express Scripts? In most cases, no. Express Scripts will receive electronic files from Anthem containing your current mail order prescriptions. As long as you have unexpired refills remaining, you will be able to get them through Express Scripts Home Delivery uninterrupted.

What are the exceptions? What prescriptions will not be transferred from Anthem to Express Scripts? By law, certain prescriptions such as controlled substances, compound drugs, and any prescriptions over one year old will not transfer. If this applies to any of your current medications, you will need to get a new prescription from your doctor and provide to Express Scripts.

I currently use my FSA debit card or other credit card to pay for my mail order prescriptions. Will this information also be transferred to Express Scripts? No. Due to privacy laws, credit/debit card information cannot be transferred from Anthem to Express Scripts. If you want to continue using a credit/debit card for payment, you must provide this information to Express Scripts. They will accept MasterCard, Visa, Discover, and American Express.

What if I need a refill before July 1, 2009? You can continue to order prescriptions from Anthem until June 30, 2009. After this date, prescriptions should be sent to Express Scripts Pharmacy.

What if I need a refill after June 30, 2009? If you are obtaining your refill at a retail pharmacy, present your Express Scripts ID card starting on July 1, 2009. If you are obtaining your refill through home delivery, those refills will be available by July 3 through Express Scripts. If you have a new prescription and would like to use the Express Scripts Home Delivery option, you can send your prescription to Express Scripts starting on June 26 2009. You can use the mail order form in your ID card packet. Your orders will be shipped starting July 1, 2009.

Why should I use Home Delivery of my prescriptions? Home Delivery is an easy way for you to save money on medicines you take every day for an ongoing condition. With Home Delivery, you get three-months of your medication delivered to you at one time. It can save you money and a couple of trips to the pharmacy.

How do I start using home delivery for my prescriptions? Tell your doctor you want to start using Home Delivery. Ask your doctor to write a prescription for up to a 90-day supply of your medication, plus refills, for up to one year. Doctors are very familiar with Home Delivery, so they will know what to do. Then send your prescription along with the mail order form enclosed in your ID card packet to Express Scripts.

How long does it take the Express Scripts' Pharmacy facility to fill a new prescription? You should receive your prescription at home within 10 to 14 business days after you mail your prescription to Express Scripts.

How do I order refills through Home Delivery? You may order your next refill when you have 34-days worth of your current medication remaining. This 34-day window allows Express Scripts to send you your medications before you run out.

The fastest ways to order refills are:

- Go to www.express-scripts.com and activate your account.
- Phone Express Scripts at (866) 578-4997 (toll free).
- By mail, using the envelopes received in your welcome packet (coming to your home). You can also print off of the website or get them from the Human Resources Office.

How soon can I get a refill on my mail service pharmacy prescription? You may order your refill when you have 34 days or less of your current medication remaining. This will allow Express Scripts to send your drugs before they run out.

I take medicine that needs to be refrigerated? Can I still use Home Delivery? Yes. The Express Scripts Pharmacy will ship drugs requiring refrigeration in cold packs.

Which of my prescription drugs can be filled using Home Delivery? You may use Home Delivery for prescriptions you take every day for a long period of time. For a short-term illness requiring a one-time prescription (and no refills), such as an antibiotic, a retail pharmacy in your network is the best choice.

[Retail Prescriptions \(30 day supply\)](#)

What pharmacies will be able to fill my prescriptions with Express Scripts? We expect all pharmacies currently used by SSU members to participate in the Express Script's network. After July 1, 2009, you can visit www.express-scripts.com and use the "Pharmacy Locator" to find a list of participating pharmacies. If you don't have access to a computer, you can also call the toll-free number on the back of your member ID card for this information.

[Drug Formulary](#)

Is the Express Scripts Formulary (drug list) the same as Anthem's? No, but they are very similar. Just like every other Pharmacy Benefit Manager (PBM), Express Scripts has developed their own Formulary (drug listing) which includes a list of preferred generics, brand-name, and non-preferred drugs. While we don't expect any major changes, there may be some drugs added/dropped or covered differently under the Express Scripts formulary.

How do I access the formulary to see how my prescriptions will be covered? An abbreviated version of the formulary (listing the most commonly used drugs) is attached for your review. The expanded formulary (18 pages) can be found on the University's HR webpage. You can also access formulary information at www.express-scripts.com.

What happens if my current prescription differs on the Express Scripts formulary? In the event of a formulary disruption, each member will receive a notification letter from Express Script explaining options that can be taken.

Drugs Requiring Prior Authorization

Are there some drugs that require Prior Authorization (PA)? Yes, just like our plan with Anthem, some drugs require Prior Authorizations from a member's physician or provider.

If I received Prior Authorization under the Anthem plan, do I have to go through the process again under the Express Scripts plan? No, all current and valid Prior Authorizations under the Anthem plan will be transferred or "grandfathered" over to Express Scripts. Therefore, if the drug was authorized under the Anthem plan, it will also be authorized under the Express Scripts plan.

What drugs will require Prior Authorizations after 7/1/09? Prior Authorizations for new prescriptions will be required for the following drugs:

Prior Authorization Drugs

- Cimzia
- Topamax
- Actiq, Fentora
- Avonex (injectible)
- Betaseron (injectible)
- Boniva IV, Reclast (injectible)
- Byetta (injectible)
- Copaxone (injectible)
- Immune Globulin Intravenous (injectible)
- Neulasta (injectible)
- Neupogen (injectible).
- Pegasys (injectible)
- Peg-Intron (injectible)
- Rebif (injectible)
- Enbrel (injectible)
- Kineret (injectible)
- Humira (injectible)
- Rituxan (injectible)
- Tretinoin
- Growth Promoting Agents (injectible)
- Aranesp (injectible)
- Epogen/Procrit (injectible)
- Botox (injectible)
- Myobloc (injectible)
- Revatio
- Letairis/Tracleer
- Sporanox capsules
- Lamisil tablets
- Penlac topical solution
- Forteo (injectible)
- Orenicia
- Amevive (injectible)
- Remicade (injectible)
- Xolair (injectible)
- Provigil
- Raptiva (injectible)

Drug Step-Therapy Program

Does Express Scripts have a Step-Therapy Program? Yes, similar to the Anthem program, Step-Therapy is an enhanced utilization management process, or set of drug use protocols, intended to promote safe and cost-effective drug use based on nationally accepted standards of care and well-documented clinical drug studies. This may call for members to try generic alternatives before brand-name drugs are approved.

What drugs are included in the Step-Therapy Program? The following drugs or drug classes will be subject to Step Therapy under SSU plan.

Step-Therapy Drugs

- Branded NSAIDS
- COXII
- Enhanced HMG
- Hypnotics
- Nasal Steroids
- NSA OTC
- Strattera
- Topical Immunomodulators
- Zetia

Drug Quantity Management/Limits

Will there be Drug Quantity Limits under the Express Scripts plan? Yes. Express Script has developed a Drug Quantity Management Program similar to the one utilized under the Anthem Rx plan. That is, for certain medications, you will receive a limited quantity of drugs (considered safe and effective) to last a certain number of days. It is based on the recommendations of the U.S. Food and Drug Administration (FDA) and other clinical information.

What prescriptions are included in the Drug Quantity Management Program? Drugs subject to Quantity Management (and limits) are outlined in the attachment titled “Drug Quantity Management Program.”

Questions and Support

Where can I get additional information about my prescription drug benefits through Express Scripts? Members can access information in a variety of ways including:

Express Scripts Website:

After July 1, you can go to www.express-scripts.com and register as a “Member” (following the instructions provided). As a member you can view your benefits and personal information, as well as, refill and track prescriptions orders through Home Delivery. This site will also allow you to research drug options, costs, interactions, and other important information relating to your drug and health safety.

Express Scripts Phone Support:

Express Scripts has established a dedicated phone number for Shawnee State University. Please call (866) 578-4997 starting on June 24, 2009 for questions related to the prescription benefit.

Human Resources Support:

You may also contact Denise Gregory (Ext # 3481) or Chris Nourse (Ext # 3163) for assistance.