

NHRMC Employee Pharmacy and Prescription Benefits FAQs

The NHRMC Employee Pharmacy is now open at a location adjacent to the Employee Fitness Center, at the corner of Independence and Shipyard boulevards. An Employee Pharmacy kiosk on the main campus is under construction and will be open in the coming weeks for employee pick-up. Starting January 1, employees MUST use the Employee Pharmacy to fill all maintenance and specialty prescriptions.

This FAQ will answer some questions, but first you must understand the three types of prescriptions we will be referencing:

- **Maintenance:** These are medications that you need to fill on a regular basis for ongoing conditions such as diabetes, high-blood pressure, etc.
- **Specialty:** Select medications requiring more care by the pharmacy team for the treatment of complex diseases
- **Incidental:** These are medications that are prescribed for a temporary condition, usually after a visit to your doctor or the hospital (antibiotics, etc.)

When will the Employee Pharmacy open?

The Employee Pharmacy is scheduled to open November 1, 2019. It will be located next to the Employee Fitness Center in Wilmington.

How does the Employee Pharmacy benefit me?

Employees and dependents can receive their medications one of three convenient ways:

- Pick up at the Employee Pharmacy
- Pick up at the kiosk at the main campus on 17th Street
- Request the Employee Pharmacy mail your medications to you

What types of prescriptions can I fill at the Employee Pharmacy?

All prescriptions (incidental, maintenance, and specialty) can be filled at the Employee Pharmacy.

Am I required to use the Employee Pharmacy to fill my prescriptions?

Employees and their covered dependents will be able to use the employee pharmacy as of November 1, 2019 to fill and refill their incidental prescriptions. Other retail pharmacies who are in-network with Medimpact can still be used to fill and refill incidental prescriptions. Remember, Walgreens and Rite Aid pharmacies are not part of our network.

Beginning January 1, 2020, all employees and their covered dependents will be required to use the employee pharmacy to fill their maintenance and specialty medication prescriptions. Medimpact Direct will not fill maintenance medications after January 1, 2020.

What if I don't use the Employee Pharmacy?

Maintenance and specialty medication prescriptions filled at any pharmacy other than the Employee Pharmacy after January 1, 2020 will be rejected. No benefit will be paid for these prescription fills. The employee or covered dependent will be responsible for the full cost of the medication. To fully realize your prescription drug benefit and copays, the Employee Pharmacy must be used.

For incidental prescriptions, you may use the Employee Pharmacy or a pharmacy in the MedImpact network. Remember, Walgreens and Rite Aid pharmacies are not part of our network.

What changes will take place on November 1, when the Employee & Specialty Pharmacy opens?

NHRMC employees and dependents will be able to pick up their maintenance and specialty prescriptions at the Employee Pharmacy beginning Nov. 1.

If you are prescribed a new specialty medication after Nov. 1, it must be filled at the Employee Pharmacy.

Can I still use MedImpact Direct from November 1-December 31?

Between November 1, 2019 and December 31, 2019, maintenance medication prescriptions may be filled by either Medimpact Direct or the Employee Pharmacy. Existing specialty medication prescriptions can be transferred to the Employee Pharmacy or continue to fill with Medimpact Direct Specialty through December 31.

How can I transfer my existing maintenance medication prescription from Medimpact Direct to the Employee Pharmacy?

Employees who have existing maintenance medication prescriptions with Medimpact Direct as of November 1, 2019 can transition their prescriptions to the Employee Pharmacy by any of these methods:

- Stop by the Employee Pharmacy to meet with staff
- Call the Employee Pharmacy at 910.662.7755
- Call the Specialty Pharmacy at 910.662.7780

What if I do not transfer my existing maintenance medication prescription from Medimpact Direct to the Employee Pharmacy?

Medimpact Direct will transfer all open maintenance medication prescriptions with remaining refills to the Employee Pharmacy on or about January 1, 2020. If your maintenance prescription does not have refills remaining as of January 1, 2020, it will not be transferred to the Employee Pharmacy.

What do I need to do if my maintenance medication prescription at Medimpact Direct will run out of refills between November 1, 2019 and January 1, 2020?

If you have a maintenance medication prescription at Medimpact Direct but you will not have refills available as of January 1, 2020, you should request a new prescription from your doctor to be sent to the Employee Pharmacy. Your doctor can send the prescription by:

- E-prescription
- Calling 910.662.7755

How does the Employee Pharmacy impact specialty medications?

Medimpact Direct Specialty will transfer all open specialty medication prescriptions with remaining refills to the Employee Pharmacy on or about January 1, 2020. If your specialty prescription does not have refills remaining as of January 1, 2020, it will not be transferred to the Employee Pharmacy.

The Employee Pharmacy will be filling all new specialty medication prescriptions as of November 1, 2019. Your doctor can send the prescription in any of these ways:

- E-prescription
- By phoning in the order to 910.662.7780

If you have an existing specialty medication with Medimpact Direct Specialty as of November 1, you may continue to refill your prescription with Medimpact Direct Specialty through December 31, or you may transfer your prescription to the Employee Pharmacy. You can begin transitioning your specialty prescriptions to the Employee Pharmacy beginning November 1, 2019 by taking the following steps:

- Stop by the Employee Pharmacy to meet with staff
- Call the Specialty Pharmacy at 910.662.7780

What changes will take effect on January 1?

All employees and their covered dependents will be required to use the NHRMC Employee Pharmacy for maintenance and specialty medications as of January 1, 2020. Medimpact Direct will no longer fill maintenance medications after January 1, 2020.

Medimpact will, however, continue to be the prescription benefit manager for NHRMC and Pender Memorial Hospital. And employees and dependents can use the Employee Pharmacy or the Medimpact network of retail pharmacies to fill and refill incidental prescriptions, such as antibiotics or short-term medications.

Are co-pays changing?

No, co-pays will not change for the benefits year 2020.

What is a maintenance medication?

Maintenance medications are drugs you take regularly to manage a chronic condition. Effective January 1, 2020, employees and their covered dependents must fill maintenance medications at the Employee Pharmacy in order to have the prescription covered by the plan.

Am I required to fill my maintenance medications for a 90-day supply?

Yes, maintenance medications will continue to be filled for a 90-day supply.

Can I have my maintenance medications mailed to my home by the Employee Pharmacy?

Yes! Employees and their dependents have the choice of picking up their maintenance medications at the Employee Pharmacy, 17th Street main campus at the Employee Pharmacy kiosk or having the medications shipped to their home address. Some restrictions, notably controlled substances, will apply, so be sure to check with the Employee Pharmacy.

Does the \$20 retail penalty still apply if I fill my maintenance medication at a retail pharmacy?

No benefit will be paid for maintenance medications filled anywhere other than the Employee Pharmacy. The employee or covered dependent will be responsible for the full cost of the medication unless the Employee Pharmacy is used.