

# YOUR KEY TO BETTER PHARMACY BENEFITS

## Welcome

All benefit eligible employees will transition to a new prescription benefit plan with **MedOne Pharmacy Benefit Solutions**. MedOne is a pharmacy benefit administrator that works directly with clients, pharmacies, prescribers, and partners to help members conveniently access the most appropriate prescription at the most affordable price.



Welcome  
Video

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## ID Card

You will receive a new ID card. This card will contain MedOne prescription processing information. Please show this card to your pharmacist when you get a prescription filled on or after your go-live date so your prescriptions are processed through MedOne.

## Member Resources

The MedOne website features a variety of resources for MedOne members. To access the member tab of our website, tap or click the MEMBERS tile along the bottom of the homepage or select MEMBERS in our main menu. Here, you are able to check the status of a prior authorization, schedule a consultation with one of our registered pharmacists, review our FAQs on mail order and coverage, download documents & forms, and access the Member Portal.

## Member Assistance

Our Member Advocate team, all certified pharmacy technicians are equipped to assist you with any questions you may have. MedOne is located at:

1590 University Avenue  
Dubuque, IA 52001

and we can be reached through the following methods.

### By Phone:

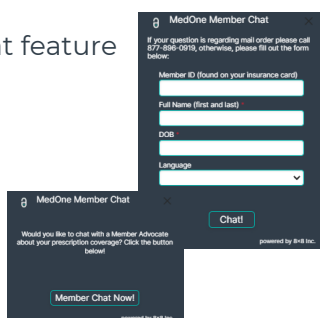
Please call **866-335-9057** and our Member Advocate team is more than happy to assist you.

### By Fax:

If you need to fax paperwork to MedOne, please do so using **563-588-8725**. Please send all prior authorizations to **563-293-8156**.

### By Chat:

Check out our LIVE chat feature on our website at [www.medone-rx.com](http://www.medone-rx.com).



MedOne Member Chat

If your question is regarding mail order please call 877-898-0919, otherwise, please fill out the form below:

Member ID (found on your insurance card)

Full Name (first and last)

DOB

Language

Chat

Would you like to chat with a Member Advocate about your prescription coverage? Click the button below:

Member Chat Now!

powered by 8x8 Inc.



## Member Portal

The MedOne Member Portal allows you to access all pertinent information regarding your pharmacy benefit anytime, anywhere.

To access the Member Portal, go to [www.medone-rx.com](http://www.medone-rx.com) and click on MEMBER PORTAL. The MedOne Member Portal allows you to access everything you need concerning your pharmacy benefits, including:

- View Claims Details & Rx History
- Look Up In-Network Pharmacies in your area
- Obtain Pricing for your Medications
- Review Out of Pocket Maximum
- Access Drug Information Directory
- Gather ID Card Processing Information
- Enroll in MedOne Mail Order



*Member  
Website*

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## Frequently Asked Questions

### Is my drug on the MedOne formulary?

MedOne's drug look-up tool allows you to view medications that are on your formulary along with formulary alternatives.

- Go to [medone-rx.com/members/drug-lookup](http://medone-rx.com/members/drug-lookup)
- Enter in the Rx GROUP ID (located on your ID Card)
- If you are currently taking one of the non-covered medications, please contact your physician and request a new prescription for one of the covered alternatives to be filled on or after your plan effective date.
- If you or your physician have questions about a medication or available alternatives, please call MedOne for assistance.

### Will I need a prior authorization for my medication?

Your prescription benefit plan may include clinical programs and plan edits for specific medications or therapy classes. Prior authorization (otherwise known as pre-approval) may be needed to ensure safe and effective medication therapies are provided while keeping healthcare costs low for you and the plan. In some cases, certain medications may not be covered under your plan and lower-costing equivalent or alternative medications are made available.

We encourage you or your pharmacist to call MedOne at **866-335-9057** if you are prescribed a new medication in order to determine coverage status.

### What do I do if I have issues filling my prescription on or after the plan effective date?

Your plan has chosen programs and edits on select medications or therapy classes, however a rejection at the pharmacy does not necessarily mean your medication is not covered. Rather, your medication may be subject to review and approval. If your pharmacist advises there is an issue, please ask them to call MedOne at 866-335-9057 to speak to one of our Member Advocates. Our Member Advocates will work quickly to resolve any issues. This number is also located on your Prescription ID card.

### How do I go about filling my specialty medication?

Specialty medications treat complex medical conditions such as cancer or multiple sclerosis that often require specific handling and storage requirements. Specialty Prescription Drug assistance through RxAlly is offered as part of your Plan's Prescription Drug Program benefit. RxAlly Patient Care Coordinators will help you pursue drug manufacturer assistance programs and/or patient assistance programs. With many of these programs, your responsibility toward your Prescription Drug Copay may be reduced or eliminated altogether. Coverage for certain Prescription Drugs may be available under the Plan's Prescription Drug Program benefit if other assistance cannot be obtained. For additional assistance regarding specialty drugs, please call RxAlly at **877-794-2218**.

