



Member FAQ

What is a Formulary?

A drug formulary is a list of generic and brand-name prescription medications covered by your prescription insurance plan. Drug formularies vary from plan to plan. For questions on whether a medication is covered by your plan, please contact Customer Care at **1-855-693-3921 (TTY 711)** for assistance.

Why do I need to go to a Specialty Pharmacy?

Retiree RxCare partners with specialty pharmacies to minimize prescription costs while improving members' quality of care. Our Specialty Pharmacy program addresses the rising costs of these medications with programs specifically designed to make them more affordable.

How do I sign up for Mail Order?

Please visit our website at RetireeRxCarepdp.com and select Member Login to register for our member portal where you can manage your Birdi mail order prescriptions.

What is a Transitional Override?

Within the first 90 days of coverage with Retiree RxCare, starting from your effective date of coverage, we will provide new enrollees a temporary 30-day fill (unless you present a prescription written for less than 30 days in which case we will allow multiple fills to provide up to a total of 30 days of medication) of non formulary medication or medications that require Step Therapy, Prior Authorization, or are subject to Quantity Limit restrictions.

How to get a Prior Authorization processed?

If you or your prescriber would like to initiate the Prior Authorization process, please contact Customer Care at **1-855-693-3921 (TTY 711)** for assistance.

How to submit Appointment of Representative (AOR)?

To appoint someone to speak to Retiree RxCare on your behalf you can fill the Appointment of Representative form and return to Retiree RxCare. Once we receive the signed form your account will be noted and we will assist the person appointed when they contact Retiree RxCare on your behalf. This form is only valid for 1 year from the date of signature. It will need to be renewed yearly. The form can be printed from our website www.RetireeRxCarepdp.com. Or you can contact Customer Care at **1-855-693-3921 (TTY 711)** for assistance.

How do I get a replacement Prescription ID Card?

For Prescription ID card, please contact Customer Care at **1-855-693-3921 (TTY 711)** for assistance. To print a temporary card visit our member portal by navigating to RetireeRxCarepdp.com and selecting Member Login in the top right corner.

How do I process a Paper Claim/Direct Member Reimbursement Request (DMR)?

You can access the form on our website under Member Resources, Forms and Prior Authorization. Complete the form and return to Retiree RxCare for processing. Or you can contact Customer Care at **1-855-693-3921 (TTY 711)** for assistance.

How do I find a Pharmacy in my plans Pharmacy Network?

You can use the Pharmacy Search Tool found on our website www.RetireeRxCarepdp.com under Member Resources, Find a Pharmacy. Enter your zip code to see a list of pharmacies in your area.

How can I find out if a drug is covered by my plan?

You can find a drug by viewing the formulary on our website at www.RetireeRxCarepdp.com/formulary or by using the drug pricing tool found on the member portal. Simply enter your drug name and zip code to search.

How do I check what my drug cost will be for any drug?

Once you have searched for a drug on the member portal the pricing will be displayed. Or you can contact Customer Care at **1-855-693-3921 (TTY 711)** for assistance.

What is a Therapeutic Alternative?

Prescription drugs are organized into classes according to the therapeutic impact they have upon a specific disease state. Drugs listed within these specific classes are therapeutically similar, and therefore can be alternatives for one another. (Requires evaluation by your physician).

What is the difference between a Therapeutic Alternative and a generic drug?

Once a brand-name drug “goes off patent”, its chemical make-up can be copied, produced and sold as a generic drug. Therefore, generic drugs are identical (therapeutically equivalent) to brand name drugs, whereas Therapeutic Alternatives are therapeutically similar. Generic drugs are typically sold at a fraction of the brand name drugs retail cost.

How do I contact Customer Service for plan questions?

If you have any questions, please feel free to contact Customer Care at **1-855-693-3921 (TTY 711)** for assistance.

What is an Explanation of Benefits (EOB)?

An Explanation of Benefits, often referred to as an EOB, is a document that describes what costs a health insurance or prescription plan will cover for incurred healthcare or prescription and related expenses. EOBs are created when an insurance provider processes a claim for services received. An EOB is not a bill, but rather a statement of rendered services outlining the provider charges, plan discounts and/or coverages, and the remaining participant responsible balance.

How can I update my demographics?

Please contact Customer Care at **1-855-693-3921 (TTY 711)** for any updates/changes to your demographics.

Retiree RxCare (S3285)

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