

COST RELIEF FOR SPECIALTY DRUGS

1. What is Cost Relief?

The Cost Relief program helps you get select specialty drugs at no cost to you. That means \$0 copay for any medications on your plan's exclusive Specialty Drug List¹ when you fill your prescription with our pharmacy partner, CarelonRx Specialty Pharmacy[®]. The program works with drug manufacturers to get available copay card assistance.² It then manages enrollment and renewals for you. Even if there is no copay assistance available for your drug, your cost will be \$0 out-of-pocket. You will need to call CarelonRx Specialty Pharmacy to finalize your enrollment and receive a \$0 out-of-pocket cost.

2. What is a manufacturer copay card?

A manufacturer copay card is a discount that drug manufacturers offer patients to save on drug costs.

3. What happens when I enroll in a copay card program?

You will keep filling prescriptions as usual. The CarelonRx Specialty Pharmacy representative will enter the copay card assistance details when submitting the claim, and the copay assistance will be applied toward your cost share.

4. What prescription drugs are offered with copay cards?

Most copay cards are designed for more expensive specialty drugs. A CarelonRx Specialty Pharmacy representative can tell you if your prescription drug has a copay card program.

5. Why does money from a copay card support not count toward my accumulator totals (i.e., deductible and out-of-pocket maximum)?

Deductibles and maximum out-of-pocket costs measure the amount the member actually pays. They do not include third-party assistance through a copay card.

6. Do I need to use the Cost Relief program?

No, you do not need to take part in the Cost Relief program. However, it is strongly encouraged to help lower your out-of-pocket costs. If you do not enroll in the program, you are responsible for the 30% preferred, 45% non-preferred for your eligible specialty drugs. Please be aware that out-of-pocket costs do not count toward your accumulator totals.

7. How do I get a specialty copay card and make sure it is applied when I fill a prescription?

When a new prescription is processed by CarelonRx Specialty Pharmacy, a CarelonRx Specialty Pharmacy representative is alerted and will contact you. You will need to talk to a CarelonRx Specialty Pharmacy representative, who will work with you to enroll in the program and confirm your \$0 out-of-pocket cost for select specialty drugs.

8. Are there limits to when I can enroll or opt out of the Cost Relief program?

No. Even if you opted out of the program, you can call a CarelonRx Specialty Pharmacy representative to enroll at any time. Keep in mind that only eligible specialty drugs filled after you are enrolled in Cost Relief will have the \$0 copay.

9. What if my specialty drug requires prior authorization (PA)?

You need to go through the usual PA and appeals process first. While your PA is in review, you can confirm enrollment in Cost Relief. If your PA is not approved, your doctor may prescribe a different drug for you. If you change to a new drug after your PA is denied, you will need to call CarelonRx Specialty Pharmacy program to enroll your new drug.

10. Can I enroll my dependent?

Yes. A parent or legal guardian can enroll minor dependents on their behalf.

11. What if I start a different specialty drug?

If you start a new specialty drug, a CarelonRx Specialty Pharmacy representative will contact you to start any copay assistance available for the new drug. You can also call a cost relief specialist with CarelonRx Specialty Pharmacy at 877-638-4008.

12. Why is my HSA plan not eligible for Cost Relief?

Because of Internal Revenue Service (IRS) rules around HSA plans, the Cost Relief program is not eligible to be part of an HSA plan.

13. Who can I contact if I have questions about Cost Relief?

Cost Relief through CarelonRx Specialty Pharmacy offers you direct support. Specially trained customer care advocates are available Monday through Friday from 8 a.m. to 8 p.m. (ET) at 877-638-4008. Spanish-speaking advocates and language services are available.

14. What happens when my copay card assistance runs out?

Even if your copay card assistance runs out, you will still have a \$0 copay if you are enrolled in the program.

¹ Copay, copayment or coinsurance means the amount you are required to pay for a prescription in accordance with your health plan. This may be a percentage of the prescription price, a fixed amount or other charge, with the balance, if any, paid by the plan.

² Eligibility for third-party copay assistance program is dependent on the applicable terms and conditions required by that particular program and are subject to change. Copay assistance program may not be used with any government payor plan.