

YOUR KEY TO BETTER PHARMACY BENEFITS

Welcome to MedOne!

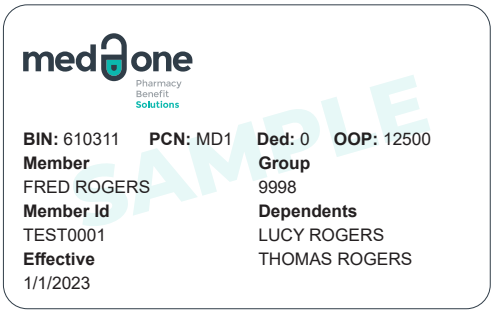
All benefit eligible employees will transition to a new prescription benefit plan with MedOne Pharmacy Benefit Solutions. MedOne is a pharmacy benefit administrator that works directly with clients, pharmacies, prescribers, and partners to help members conveniently access the most appropriate prescription 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 consists of certified pharmacy technicians who are equipped to assist you with any questions you may have. Our team is available during the following Central Time hours:

Monday-Friday: 8 AM - 7 PM
Saturday: 9 AM - 2:30 PM
Sunday: CLOSED

MedOne is located at:

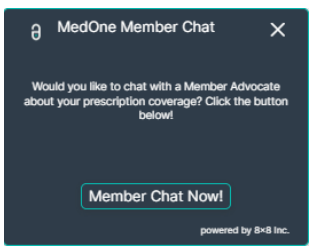
1590 University Avenue
Dubuque, IA 52001

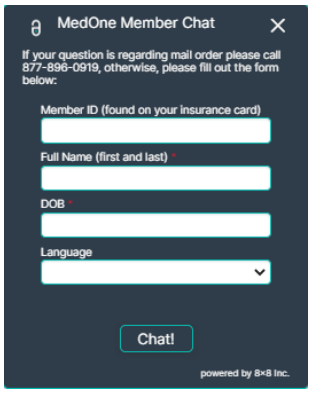
and we can be reached through the following methods.

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.





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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 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**
- 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 and multiple sclerosis that often require specific handling and storage requirements. The plan requires members to utilize MedOne Pharmacy Services for filling specialty medications on or after your plan effective date. If you are filling a specialty medication, we encourage you to call MedOne prior to your plan effective date at **866-335-9057.**

When you call, we will ask you a few questions about your specialty medication in order to assist you in transferring your medication to MedOne Pharmacy Services.

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