

# Frequently Asked Questions



## **What is the RxCompass program?**

RxCompass is a drug management solution that provides significant savings on specialty and high-cost medications. Our comprehensive pharmacy drug savings program guides you through various drug savings pathways to maximize savings. In most instances, you will have a zero out-of-pocket cost.

## **How will I know which medication will have to go through RxCompass?**

The drug list will be shared from your employer.

## **Why can't I get my medication from my current pharmacy?**

The designated drugs are covered under the RxCompass program. RxCompass Care Navigators will help you to source your medication through our various lower-cost pathways. They will also assess the level of medication you have on hand and may approve additional fills at your current pharmacy if needed.

## **Will all my other medications be affected?**

Only drugs on the RxCompass list are affected by this program.

## **Do all RxCompass drugs need prior authorization?**

Not every drug requires approval through the authorization process.

## **Does the RxCompass program replace our current prescription plan?**

This is a program that works alongside your current prescription plan.

## **Will I have to pay more money to be in the RxCompass program?**

In most instances, you will have a zero out-of-pocket cost.

## **How do I enroll?**

A highly trained Care Navigator will be assigned to you and assist you every step of the way through your transition to a new dispensing pharmacy. They will determine if you have enough medication on hand while they assist you. If you are short on medication, they will allow an additional fill at your current pharmacy.

## **Why do I have to fill my new medication locally first instead of using one of the RxCompass pathways?**

When taking a new-to-you medication, a minimum of a 30-day trial is required in which initial counseling could be received from a local pharmacy. This ensures that you know how to properly take the medication and are aware of possible side effects. The trial also ensures there are no adverse reactions to the medication and that your physician has determined it is appropriate to continue therapy prior to ordering a three-month supply.

### **What is the maximum amount of medication I can order?**

Using the RxCompass pathways, you may be able to order up to a 90-day supply of medication. This is dependent on a written prescription from your physician, who determines the amount of the medication (up to a 90-day supply) that will be dispensed.

### **Will the plan member's medication be exactly the same as what they currently take?**

All medications sourced through the RxCompass pathways are FDA approved and as safe and effective as the medications from your local pharmacy.

### **How do you ensure my safety?**

All medications are delivered in the original sealed package supplied by the brand-name manufacturer's approved facility.

### **Who pays the shipping costs?**

There are no individual shipping charges. All shipping costs are covered by the program.

### **Do I have to sign for my package?**

Typically, there is no requirement for a signature upon delivery; however, certain delivery vendors may require a signature, and this is left to their discretion. You will receive a tracking number allowing you to monitor the progress of your shipment. Some of these medications are highly perishable; sitting for an extended period in high or low temperatures can render them unusable, which is why a signature is recommended.

### **Will medications sent from countries like Canada, Australia, the United Kingdom, and New Zealand look the same as the medication currently dispensed from my local pharmacy?**

Sometimes pharmaceutical companies use different names for the same medication internationally so the medication may not be called the same as it is in the USA. Also, the appearance of the medication and packaging can differ between countries for the same medication. These medications are all FDA-approved.

### **How long will it take for the plan member to receive their order?**

It depends on the RxCompass pathway. However, as a guideline, you will receive your medication within 10-15 working days of the order shipping. We do recommend that you have a 30-day supply on hand of the medication you are ordering prior to the placement of the first order. Our Care Navigators will help with getting additional refills as needed.

### **What happens if I run out of medication while I am waiting?**

Your Care Navigator will work closely with you to make sure you have enough medication on hand while we are sourcing medication through the RxCompass pathways. During our initial communication with you, we will determine how much medication you have on hand and will approve an additional fill if necessary.

### **What documentation will I need to provide?**

The various savings pathways of RxCompass may have requirements for you to provide one or more of the following: Medical history, valid prescription, driver's license, passport, address verification, and total household income verification.

### **How do I contact the Care Navigation team?**

**Email:** [carenavigator@myrxcompass.com](mailto:carenavigator@myrxcompass.com)

**Telephone:** Toll-Free (833) 652-8379

*[myrxcompass.com/contact](https://myrxcompass.com/contact)*

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