

## **Security Health Plan Pharmacy Benefits: Frequently Asked Questions (FAQs)**

Pharmacy Services phone number: 1-877-873-5611

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### **Q: What is happening with the pharmacy benefit manager (PBM)?**

A: On Jan. 1, 2018, Security Health Plan will switch from our current PBM, RxEDO to MedImpact. The change will allow us to improve member experience through customizable correspondence, Web portal technology and increased PBM service levels.

### **Q: What is MedImpact?**

A: MedImpact is a pharmacy benefit manager (PBM). A PBM primarily provides the pharmacy claims processing platform and supports administrative services for the pharmacy portion of health care benefits. MedImpact will work with Security Health Plan and network pharmacies to provide timely, important information about medications.

### **Q: Will members still be able to get the same medications at their local pharmacy?**

A: Yes, for most members the prescriptions they currently receive will continue with no changes. There are a few pharmacies that will no longer be in Security Health Plan's pharmacy network. If members receive prescriptions from a pharmacy that will no longer be in network, they will receive a notification letter from Security Health Plan.

### **Q: How will the change affect medications received from a specialty pharmacy?**

A: Marshfield Clinic Specialty Pharmacy remains Security Health Plan's preferred specialty pharmacy. If members receive prescriptions from Amber Specialty Pharmacy, they will receive a letter to notify them of the change and how to transfer prescriptions. If Marshfield Clinic Specialty Pharmacy does not have access to a member's medication, they will be directed to MedImpact's limited distribution pharmacy network to obtain their prescription.

### **Q: How do members find a network pharmacy?**

A: Look in the Pharmacy Locator on Security Health Plan's website at <https://www.securityhealth.org/prescription-tools> or they can call Security Health Plan Pharmacy Services from 8 a.m. to 5 p.m. Monday through Friday at 1-877-873-5611 for further assistance.

### **Q: If members currently use Postal Prescription Services for mail order prescriptions. What will change?**

A: MedImpact will work with the current mail order pharmacy, Postal Prescription Services (PPS), to transition member prescriptions to the new mail order pharmacy, MedImpact Direct.

### **Q: What if members have problems getting prescriptions or have more questions?**

A: They can call Security Health Plan Pharmacy Services from 8 a.m. to 5 p.m. Monday through Friday at 1-877-873-5611 or email [shprx@securityhealth.org](mailto:shprx@securityhealth.org)

### **Q: Will members get a new ID card? If so, when?**

A: All ID cards will be sent out prior to Jan. 1, 2018.