



MedImpact/ADOA Pharmacy Benefit FAQs

Plan Year 2023

Q: Who is MedImpact?

A: For active employee and pre-Medicare retirees, MedImpact is the prescription drug provider for both ADOA medical plans (United Healthcare & Blue Cross Blue Shield of Arizona).

Q: Do I need to enroll in MedImpact separately to have pharmacy coverage?

A: No, pharmacy coverage is included in medical coverage and there is no need to enroll in the pharmacy benefit separately.

Q: Where can I find information about the MedImpact pharmacy benefit?

A: You can find general information, including formulary lists and informational flyers, on the ADOA Benefit Options website: <https://benefitoptions.az.gov/prescriptions>.

Q: How do I use the MedImpact pharmacy benefit as an ADOA member?

A: Please show your medical ID card to the pharmacy when filling a prescription. MedImpact's information is located on the back of your medical ID card, including information the pharmacy needs to fill your prescriptions, such as Rx BIN (003585) and Rx PCN (28914).

Q: What drugs are covered?

A: The formulary is the listing of the drugs that are covered, plus any restrictions such as Prior Authorization or Quantity Limits. The formulary in place for ADOA Benefit Options through MedImpact can be accessed as follows:

1. On the ADOA Benefit Options website at www.benefitoptions.az.gov/prescriptions
 - o Scroll down to the Formulary Lists section for links to available drug lists
2. By logging in to the MedImpact Consumer Portal at www.medimpact.com/plan/adoa/, you can search for coverage of your specific medication.
3. By accessing the following links where you can search for general coverage of your medication(s):
 - o UnitedHealthcare members: <https://openenrollment.medimpact.com/#/plancode?ADOA3202201>
 - o Blue Cross Blue Shield of AZ members: <https://openenrollment.medimpact.com/#/plancode?ADOA5202201>
4. Contacting a MedImpact Customer Service Representative at 1-888-648-6769. Drug coverage can be determined by a MedImpact representative during the call, or a hard copy can be sent to you.

Q: What drugs are not covered?

A: Certain medications are not covered by the ADOA pharmacy benefit, including but not limited to: OTC products, prescription medications that have over-the-counter (OTC) equivalents, brand products with generic equivalents, Diagnostic products, ostomy supplies, drugs with cosmetic indications, fertility drugs, reusable needles/syringes, and impotency drugs.



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Q: What are my copays?

A: The pharmacy benefit copays in place for ADOA Benefit Options are as follows:

	GENERIC	PREFERRED BRAND NAME	NON-PREFERRED BRAND NAME
Retail 31-Day Supply	\$15	\$40	\$60
Retail 90-Day Supply	\$37.50	\$100	\$150
Mail Order 90-Day Supply	\$30	\$80	\$120

- If you have the Triple Choice Plan, you will pay copays for medications until your out-of-pocket maximum is met, and then you'll pay \$0 for medications.
- If you have the High Deductible Health Plan, you will pay the full cost of medications until your combined medical/pharmacy deductible is met. Then you will pay copays for medications until your out-of-pocket maximum is met, and then you'll pay \$0 for medications.
- Medications covered for \$0 under the Affordable Care Act (ACA) are for \$0 copay at all times, regardless if you have met your deductible or out-of-pocket maximum.

Q: Can I contact MedImpact directly?

A: Yes, you can call MedImpact's Customer Service Center at 1-888-648-6769, which is available 24/7/365. Please have your medical ID card available when calling.

Q: Is there a MedImpact website I can access for information?

A: Yes, you can create an account to view your own benefit and pharmacy claim-specific information at MedImpact's Consumer Portal at www.medimpact.com/plan/adoa/. You will need to register with a user name and password the first time visiting, in order to view your specific information.

If creating a member-specific account at MedImpact's Consumer Portal is not preferred, you can access general pharmacy benefits, drug pricing, and pharmacy network information at the following links:

- UnitedHealthcare members: <https://openrollment.medimpact.com/#/plancode?ADOA3202201>
- Blue Cross Blue Shield of AZ members: <https://openrollment.medimpact.com/#/plancode?ADOA5202201>

Q: Is there a Mail Order option?

A: Yes, MedImpact Direct Mail®, serviced by Birdi pharmacy, is ADOA's mail order program for ADOA's employee and non-Medicare members. 90-day mail order prescriptions are available to ADOA members for 2x the Retail copay.



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Q: How do I enroll in the Mail Order option?

A: You can register online at www.medimpact.com. MedImpact will need information, including your allergies, medical conditions, contact information and shipping address. Your prescriber will need to submit a 90-day-supply prescription to Birdi to start home delivery service.

You can contact Birdi pharmacy at 1-855-873-8739 (TTY dial 711), Monday through Friday 8am-8pm EST and Saturdays 9am-4pm EST, or email Birdi at customerservice@birdirx.com.

Q: What if I am taking a specialty medication?

A: MedImpact Direct Specialty® is ADOA's specialty pharmacy program for ADOA's employee and non-Medicare members.

You must use MedImpact Direct Specialty® for all specialty drug classes of medications, with the exception of the following which can be filled at a Retail pharmacy: HIV medications, Transplant medications, and Anti-coagulation medications. Specialty medications are limited to a 31-day supply.

Q: How does MedImpact Direct Specialty® work?

A: Your prescriber will fax a medication referral to MedImpact Direct at 1-888-807-5716. MedImpact Direct Specialty® will call you to get started.

MedImpact Direct Specialty® can be reached at 1-877-391-1103 (TTY dial 711) Monday through Friday from 8am to 8pm EST, or via email at specialtyservicecenter@medimpactdirect.com.

Q: What if my medication requires Prior Authorization?

A: To request Prior Authorization, you can initiate the process by contacting a MedImpact Customer Service Representative at 1-888-648-6769. Your prescriber will need to complete a Medication Request Form, where they provide the requested clinical information.

To check if your medication requires Prior Authorization, you can login in to the MedImpact Consumer Portal at www.medimpact.com/plan/adoa/ or contact a MedImpact Customer Service Representative at 1-888-648-6769.

Q: What if my medication is not covered?

A: You can request a clinical exception override for certain medications by calling MedImpact's Customer Service Center at 1-888-648-6769 to begin the process. Not all medications are eligible for the clinical exception review process.

Q: How can I check the status of an override or Prior Authorization request?

A: You can check the status of an override or Prior Authorization request by calling MedImpact's Customer Service Center at 1-888-648-6769, which is available 24/7/365. Please have your medical ID card available when calling.



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Q: How can I get reimbursed for my medication if I paid out of pocket?

A: For potential reimbursement, you can complete and submit the Commercial Prescription Drugs Claim Form located on the ADOA website at <https://benefitoptions.az.gov/prescriptions>, under the Reimbursement section. You may also need to submit prescription receipts/labels.

Q: If my medication is not covered, does MedImpact offer any other programs available to help save money on prescriptions?

A: MedImpact's iRx Program™ may be able to provide a discount on certain brand and generic medications that are not covered by your ADOA pharmacy drug plan. Present your medical ID card at any participating pharmacy, along with your prescription for the medication, and savings are applied automatically if the item prescribed qualifies for a discount.

Q: Does MedImpact offer any programs under ADOA's Wellness/Health Impact Program?

A: Yes, MedImpact offers a tobacco cessation program that is free for ADOA members. You can enroll in the State Employee Tobacco Cessation Program by calling 844-866-3727. Once enrolled, your clinical pharmacist through the program will work closely with you to determine an appropriate tobacco cessation therapy. A prescription request will then be sent to your primary care provider for approval. Approved therapies will be faxed to your preferred pharmacy for pick up by you.

Smoking cessation medications are available at \$0 copay for ADOA members, whether or not you are enrolled in the program. Covered tobacco cessation medications can be found on the ADOA website at <https://benefitoptions.az.gov/prescriptions> under the Tobacco Cessation section. In order to receive tobacco cessation medications for \$0 copay, you will need to obtain a prescription from your prescriber and bring it to the pharmacy for filling.

Q: Are vaccines covered under the pharmacy benefit through MedImpact?

A: Yes, COVID-19 vaccines, flu vaccines and other preventive vaccinations are covered under the pharmacy benefit for ADOA members at \$0 copay. To check coverage of specific vaccines, you can login in to the MedImpact Consumer Portal at www.medimpact.com/plan/adoa/ or contact a MedImpact Customer Service Representative at 1-888-648-6769.