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**MAXOR**plus®  
PHARMACY BENEFIT MANAGEMENT SERVICES



## Prescription Drug Program

### Need support or have questions on:

Your prescription drug program

### Please contact:

Contact MaxorPlus at 1-806-324-5430 OR 1-800-687-0707 or log on to [www.maxorplus.com](http://www.maxorplus.com).

\*Note: Customer Service Representatives are available Monday through Friday from 7AM to 9PM, Saturday from 8AM to 6PM and Sunday from 9AM to 5PM CT (Central Time).

Mail order

Contact Maxor Mail Order Pharmacy at 1-806-324-5500 OR 1-800-687-8629 or log on to [www.maxorplus.com](http://www.maxorplus.com).

\*Note: To order refills at anytime, call 1-806-324-5500 or 1-800-687-8629 to access our 24-hour automated mail order system or log-on to [www.maxorplus.com](http://www.maxorplus.com).

Specialty medication

Contact Maxor Specialty Pharmacy at 1-866-629-6779.

Specialty medications are limited to a 30-day supply.

Locating a pharmacy

Log on to [www.maxorplus.com](http://www.maxorplus.com), our online pharmacy locator. You may also contact MaxorPlus customer service at 1-800-687-0707 and speak with a customer service representative to assist in finding a pharmacy near you.

\*Note: MaxorPlus' participating pharmacy network includes more than 64,000 retail pharmacies, including regional and national chains, as well as independently owned pharmacies.

## About Your Benefits Coverage

### Covered Drugs, Limitations and Exclusions

\* For information on coverage, limitations and exclusions please refer to: The Paul Hastings LLP U.S. Health Plan.

### Prescription Coinsurance Amounts (You Pay)

DRUG TYPE	RETAIL (30-Day Supply)	RETAIL (31-90 Day Supply)	MAIL ORDER (31-90 Day Supply)
Generic	10%	10%	10%
Preferred Brand**	25%	25%	25%
Non-Preferred Brand**	40%	40%	40%

Members pay 100% of the total cost of medications until total medical and prescription costs satisfy the plan deductible. In-network deductible of \$1,500 Individual/\$3,000 Family applies when using participating pharmacies.

Out of network deductible of \$3,000 Individuals/\$6,000 Family applies when using non-participating pharmacies.

If a physician or patient requests a brand name drug when a generic equivalent exists, the patient will pay the cost difference between the brand and generic medication in addition to the applicable brand coinsurance. This penalty will be waived if physician is able to prove to MaxorPlus that use of the brand name drug is medically necessary.

## Frequently Asked Questions

What are the benefits of mail order and how do I register?

Maxor Mail Order Pharmacy offers a convenient, cost effective way to order prescribed long-term, medications for delivery to your home. Medications obtained through mail order are limited to a 90-day supply.

To maximize your savings, please ask your doctor to write, submit electronically, or fax your prescription for a 90-day supply with refills up to one year. Once Maxor Mail Order Pharmacy has your prescription, refills can easily be obtained.

To get started, please use one of the following options:

- 1) Go Online - Create a MaxorPlus member web portal account at [www.maxorplus.com](http://www.maxorplus.com). After you have successfully created an account, select the 'Sign-Up for Mail Order' feature.
- 2) By Mail - Print and fill out a mail order form from the MaxorPlus website. Mail in your completed form to the pharmacy with your prescription(s) and form of payment.
- 3) By Phone - Call (800) 687-8629 and follow menu instructions to speak to a Member Advocate.

<p>What type of support does Maxor's specialty pharmacy provide?</p>	<p>Maxor has a dedicated team to provide a full range of specialty pharmacy services in-house through Maxor Specialty. They provide a high touch model of care, with a team of highly trained patient care coordinators. Value-added services include:</p>
	<ul style="list-style-type: none"> <li>• Registered pharmacist and clinical support staff available 24/7/365</li> <li>• Education and 1:1 support</li> <li>• Financial assistance programs and reimbursement coordination</li> <li>• Free, convenient and confidential delivery</li> <li>• Proactive refill reminders from patient care coordinators</li> <li>• Convenient order by phone, fax, mail and website</li> <li>• Ongoing clinical follow-up and care coordination</li> <li>• Escalation procedures for non-adherent patients</li> </ul>
<p>What is a formulary?</p>	<p>A formulary is a listing of medications covered by your plan. A formulary categorizes medications on different coinsurance "tiers" for generic, preferred brands and non-preferred brands. The plan design for your Rx benefit specifies the coverage parameters and coinsurance amounts for each tier. The formulary is continually updated based on the latest research and clinical evidence of effectiveness.</p> <p>Please note that brand-name drugs may move to non-formulary status if a generic version becomes available during the year. Not all the drugs listed are covered by all prescription drug benefit programs; check your benefit materials for the specific drug coverage and exclusions.</p>
<p>Why could my medication cost change?</p>	<p>MaxorPlus will continue to look for ways to help make getting your medications more safe and affordable. Your cost could change for several reasons including:</p> <ul style="list-style-type: none"> <li>• Medications cost can fluctuate</li> <li>• Medications could change tiers</li> <li>• Medications may no longer be covered</li> <li>• You may be required to have a prior authorization</li> <li>• You may be required to try other medications first</li> <li>• Medications may only be dispensed in certain quantities</li> </ul>

<p>How can I save money on my prescriptions?</p>	<p>The MaxorPlus Drug Formulary is a reference to help guide you and your physician in choosing medications, which allow the most effective use of your prescription drug benefit. By prescribing generic or preferred brand-name drugs on this list, your prescriber can help you save on your prescription expenses. Upon receiving your ID card with the group number, you are encouraged to print a copy of the MaxorPlus Drug Formulary from our website at <a href="http://www.maxorplus.com">www.maxorplus.com</a> and share this list with your physician and other health care providers. It is our goal to collaborate with both you and your physician to save you money. Generic medications usually have a lower cost than brand-name medications. To search for lower-cost alternatives, just log in to <a href="http://www.maxorplus.com">www.maxorplus.com</a>.</p>
<p>What can I do if my prescription is not on the formulary?</p>	<p>Contact MaxorPlus Member Services at 1-800-687-0707. Member Advocates can identify what possible alternatives are available.</p>
<p>Why do I have to pay the full cost for a Brand drug?</p>	<p>The plan parameters in place are to help manage prescription costs. When a generic brand is available, but the pharmacy dispenses a brand medication, the member pays the plan copay plus the difference between the calculated cost of the brand and generic medication.</p>
<p>What is a Dispense as Written 1 (DAW)?</p>	<p>Indicates when a Brand product is 'medically necessary' and therefore no substitution is allowed by the pharmacy. This Rx must be dispensed for the drug as written. The participant will pay the copay plus the difference between the calculated cost of the brand and generic medication.</p>
<p>What do I do with a DAW 1 notification?</p>	<p>With a DAW 1 notification, you may either:</p> <ul style="list-style-type: none"> <li>• Allow the pharmacy to dispense the generic equivalent or</li> <li>• Pay the full cost of the Brand drug being prescribed.</li> </ul> <p>Note: DAW differentials will not apply to deductibles and or out of pocket totals</p>
<p>I am not able to take the generic form of the Brand drug?</p>	<p>An exception request may be submitted by the physician via the prior authorization process. Medical documentation must be provided to establish medical necessity for the brand only. The request will be reviewed and determination made by Maxor. If the request for the brand name drug is approved over the use of a generic, then no copay differential penalty will apply. The member will pay the full cost of the drug until the deductible is achieved and then only the coinsurance for the brand name drug after that.</p> <p>** MaxorPlus' standard UM criteria is utilized to review any requests for a waiving of the penalty.</p>

My drug requires a Prior Authorization (PA), what do I do?	<p>Some medications must be authorized for coverage because:</p> <ul style="list-style-type: none"> <li>• They're only approved or effective in treating specific illnesses</li> <li>• They may be prescribed for conditions for which safety and effectiveness have not been well-established</li> <li>• The quantity limit exceeds clinically appropriate use of medication</li> <li>• The drug costs more than effective alternatives</li> <li>• There may be step therapy options that provide clinically safe and cost-effective alternative medications</li> </ul>
How can a PA be initiated?	A PA may be initiated by the prescriber, pharmacy or the participant. Contact MaxorPlus Member Services at 1-800-687-0707. Member Advocates are available to assist Monday through Friday 7AM-9PM, Saturday 8AM-6PM, and Sunday 9AM-5PM CST.
What is the PA process and how long does it take?	Once a PA is initiated a standard form is faxed to the prescribers office requesting information be provided to support the PA request. The average turnaround time for processing is 24-48 hours from the time of fax. Please note that this is based on regular business hours M-F 8:00 – 5:00 PM CST.
Approved PA?	If approved, the prescriber or pharmacy will be notified and the prescription can be processed.
Denied PA?	If the PA is denied, a letter is mailed to the prescriber and the participant including an explanation and an appeal rights notice. The appeal rights notice provides instructions of how the denial decision can be appealed. Participants may also contact MaxorPlus Member Services at 1-800-687-0707 for a status update on the denial.

## Member Web Portal

Access the MaxorPlus Member Portal at <https://members.maxorplus.com>

### Website Features

- Add/update credit card information
- Request new & replacement prescription card
- Pharmacy locator synced to Google Maps
- Access to an enhanced Explanation of Benefits
- User friendly, easier and faster online experience
- Optimized for web, mobile & smartphone devices

### App Features

- Scan & Fill Refills (Mail Order)
- Schedule reminders
- Connect social media websites
- Individual user profiles
- Pharmacy locations