

# Capital Rx



## Questions & Answers

As of March 1, 2019 Capital Rx became the Fund's new prescription benefits manager. Capital Rx is dedicated to giving our members the best service and resources required in prescription benefits management. As with any new benefit provider, there comes a transition phase and lots of questions. Below are a few simple questions and answers to help you make this transition with Capital Rx a little easier.

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- Q.** Who do I call if I have not received my new prescription ID cards from Capital Rx?
- A.** If you have not received your new prescription ID cards call the Capital Rx Member Help Desk at 1-800-424-7491. The Help Desk is available 24/7.

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- Q.** How do I get my prescriptions through Capital Rx's mail-order pharmacy, Magellan Rx Pharmacy?
- A.** Prior to your first fill with mail-order, please call 1-800-424-7491 or mail a completed order form with payment information to P.O. Box 620968, Orlando, FL 32862. The form can be downloaded at [www.cap-rx.com](http://www.cap-rx.com). You may also have your doctor e-prescribe to Magellan Rx Pharmacy - Home.

If you had any open mail order refills through CVS mail order pharmacy, you will need to get a new prescription from your doctor prior to your fill with Capital Rx's mail order pharmacy.

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- Q.** What are my prescription co-pays with Capital Rx?
- A.** Your current co-pay structure is not changing. However, you may want to check with Capital Rx through their online price a drug tool at [www.cap-rx.com](http://www.cap-rx.com) and select **Tools & Resources >>Price a Drug** before you fill your prescription to compare medication pricing.

For Example: William previously got his prescriptions filled at a CVS retail pharmacy when the pharmacy plan was provided by CVS / Caremark. He previously paid \$1.50 for a 30 day supply of a generic medication. Under the new Capital Rx plan, William will now pay \$2.25 for the same generic prescription. The reason William paid less for his prescription under the CVS / Caremark Pharmacy plan was because CVS provided an additional discount on William's prescriptions due to CVS being the retail pharmacy and prescription benefits manager.

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Be an informed consumer, take the time to understand your prescription benefits plan and shop around for the best prescription price that meets your financial needs. **If you have questions, please call the Capital Rx Help Desk at 1-800-424-7491.**