



Empire Plan and CVS Caremark

2014 Empire Plan Prescription Drug Program

■ CVS Caremark to Administer the Empire Plan Rx Drug Program

Earlier this year, the State, as a result of a competitive bid process, made a tentative award of the Empire Plan Prescription Drug Program contract to CVS Caremark. Pending approval of the contract by the Office of the State Comptroller, effective January 1, 2014, CVS Caremark will administer the Prescription Drug Program and it will be transitioned from United Health Care / Express Scripts to CVS Caremark.

The Prescription Drug Program will continue to provide an extensive nationwide network of retail pharmacies and access to mail service and designated specialty pharmacy.

What is Remaining the Same in 2014?

- Copayments for covered prescription drugs
 - With the exception of Excelsior Plan
- Enrollees to continue using the Empire Plan Benefit Card for prescriptions
- The mandatory generic substitution requirement, prior authorization and appeal process
- The Empire Plan toll-free number:
 - 1-877-7-NYSHIP (1-877-769-7447) 24 hours a day, seven days a week for questions on coverage. Select option 4 for the Prescription Drug Program.
 - The CVS Caremark call center will be operational on October 28th.
- The New to You Prescription Program
 - For certain maintenance medications, at least two 30-day supplies must be filled using your Empire Plan Prescription Drug benefits before a supply greater than 30 days will be covered. If you attempt to fill a prescription for a maintenance medication for more than a 30-day supply at a Network or Mail Service Pharmacy, the last 180 days of your prescription history will be reviewed to determine whether at least 60 days worth of the drug has been previously dispensed. If not, only a 30-day fill will be approved.

■ What is Changing in 2014?

- A small number of the Plan's participating retail pharmacies may no longer participate. All of the same major chains will remain in-network.
- Current mail service pharmacy and specialty pharmacy drug service replaced by CVS Caremark
- Differences between the 2013 and 2014 Empire Plan Flexible Formularies
- Differences in the list of medications requiring prior authorization and quantity limits

■ What is Changing in 2014? (cont.)

- Differences in the list of medications required to be dispensed at the designated specialty pharmacy
- The Half Tablet/Pill Splitting Program will be discontinued on December 31, 2013.
 - In November of 2013, current users of the Half Tablet/Pill Splitting Program will receive a letter advising of the program's termination.

■ Enrollee Notifications of Formulary and Networks Changes

- The 2013 Empire Plan Flexible Formulary will expire at the end of the year and a new 2014 version will take effect January 1, 2014.
- In November of 2013, CVS Caremark will mail the following targeted formulary letters:
 1. A letter to enrollees who are currently using a preferred drug that will be a non-preferred drug in 2014.
 2. A letter to enrollees if any current drug they might be using will be excluded from the upcoming 2014 flexible formulary.
- Enrollees will also be notified in November of 2013 if any of their current retail pharmacies will be non-network in 2014.

■ Prescription Transfer Details

Mail Order Prescriptions:

- Prescriptions with open refills from Express Scripts mail service will be transferred to CVS Caremark mail pharmacy on January 1, 2014.
 - Transferred mail order prescriptions may be requested for fill through the web site: www.empireplanrxprogram.com
- Prescriptions for controlled substances and compounded medication cannot be transferred to CVS Caremark. Enrollees will need to obtain a new prescription and mail it to CVS Caremark mail service.*
- Mail order payment information (credit card, bank account, etc) will not be transferred to CVS Caremark. Enrollees must provide CVS Caremark payment information for future refill orders.

*** In compliance with NYS law, it will be necessary to send in a new prescription from the doctor if the prescription was for a controlled substance or compound medication, no longer has refills available, or is over one year old.**

■ Prescription Transfer Details (cont.)

Mail Order Prescriptions (Cont.):

- Letters will be mailed to Enrollees who are currently using a controlled substance or compound medicine notifying them that they will need to obtain and mail in a new prescription.

Retail Prescriptions:

- Retail prescriptions currently filled through a Empire Plan Network pharmacy will not be affected by the change to CVS Caremark
 - Enrollees will receive a temporary paper ID card to present to the pharmacy the first time they receive benefits in 2014.

Specialty Prescriptions:

- Specialty prescriptions with available refills will also be transferred to CVS Caremark. CVS Caremark will attempt to contact all Specialty medication users via letter and an outbound phone call (three attempts will be made) in November and December of 2013 to notify Enrollees of the change and provide instructions for ordering Specialty medication.

■ New Prescriptions and Prior Authorizations

- Prescriptions received by the Express Scripts Mail Service Pharmacy after December 31, 2013 will be returned to the enrollee with notification that CVS Caremark is the new administrator.
- For new prescriptions, it can take up to two weeks for your mail service delivery. Enrollees should be sure to have enough medication on hand.
- Prior Authorizations originally authorized by ESI will transfer to CVS Caremark effective January 1, 2014.
 - Transferred Prior Authorizations will be in effect for the later of; the originally approved period, typically one year from the date the prescription was first filled, or one year from the date of the last prior authorization approval.

■ Additional information..

- Information regarding the Empire Plan Prescription Drug Program transition to CVS Caremark will be available online at www.empireplanrxprogram.com.
- Enrollees will be able to access CVS Caremark's secure Website on January 1, 2014.

■ Empire Plan Medicare Rx

- Medicare-Primary members currently enrolled in the Empire Plan Medicare Rx under the United Health Care EGWP need to be re-enrolled in the SilverScript EGWP plan.
- The initial enrollment file is scheduled to be sent on October 21st.
- Members will receive a letter announcing the change in plan administrators as well as a summary of benefits document in late October/early November. Members will also receive new ID Cards, formulary, and Evidence of Coverage in December.
- The Opt-out process will be handled by CVS Caremark and letters will include instructions for opting out. CVS Caremark representatives will be prepared to discuss the impact to opting out with Members.