

# Frequently Asked Questions

## Pharmacy Benefits



### Mail Order Pharmacy

#### Why should I use the WellDyne mail order pharmacy?

Our mail order pharmacy provides a convenient and cost-effective way for you to obtain up to a 90-day supply of medication delivered to your home or business. No more waiting in line for refills at your local retail pharmacy each month! This service is convenient for members who take medications for chronic conditions such as high blood pressure, high cholesterol and diabetes.

#### How can I start using the WellDyne mail order pharmacy?

Register today! You'll need to provide your contact, health and payment information. You can register online or by mail.

- **Online:** Go to [WellView.WellDyne.com](http://WellView.WellDyne.com) and click "Register Now."
- **Mail:** Complete the Mail Order Pharmacy Registration Form and return it with a valid prescription.

#### How do I get my first prescription filled and delivered?

Once you've registered, ask your doctor to write a prescription for the number of days your plan allows (for example, 90 days).

Your doctor can submit your prescription:

- **Electronically:** E-prescribe to WellDyne Home Delivery. This is the quickest way to fill your prescription.
- **By Fax:** 1-888-830-3608. Only prescribers may fax prescriptions to a pharmacy.
- **By Mail:** Send prescription with patient's address and date of birth to WellDyne, PO Box 90369, Lakeland, FL 33804.

#### Can prescriptions be transferred from another pharmacy?

No. We recommend that you obtain a new prescription from your doctor when transferring to mail order. You will need to register online at [WellView.WellDyne.com](http://WellView.WellDyne.com) before a prescription can be filled.

#### How long will it take to receive my prescription?

Once we receive your prescription, your medication will arrive in approximately 7 to 10 business days. To check the status of your order, log into the member portal or call our automated phone system.

#### Will WellDyne send me a refill reminder?

Yes. We will call or email you a refill reminder before you finish your current supply. You can order refills online or by phone.

#### How do I order refills?

Refills are easy. You should order them 2-3 weeks before you finish your current prescription.

- **Online:** Order refills with a few clicks or choose auto refill at [WellView.WellDyne.com](http://WellView.WellDyne.com).
- **Phone:** Order through our automated phone system by calling the Member Services number shown on your ID card.

The payment card we have on file will be charged for your medication order.

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### **Does WellDyne automatically substitute a brand name medication with a generic when I submit a prescription?**

Yes. WellDyne will send you a generic equivalent whenever possible, unless otherwise noted by you or your doctor, or when restricted by federal or state law. Since the brand name product may require a higher copay (based upon your plan), we recommend that you contact WellDyne for copay pricing before you place an order for a brand.

### **Will I have to pay a copay for my prescriptions?**

Copays vary according to your plan and do apply to mail order pharmacy purchases. Since mail order shipments usually include a three-month supply, the result is fewer refills throughout the year and increased savings. Check your plan information for copay details.

### **What forms of payment do you accept?**

WellDyne accepts VISA, MasterCard, American Express, Discover, check, check by phone, or money order as approved forms of payment. We also accept payment cards for flexible spending and health savings accounts. To avoid possible delays in shipping for unpaid balances on an account, members are encouraged to provide a credit card for all charges. For your convenience, your credit card will be maintained on a secure site for future orders.

### **How are prescriptions sent?**

Mail Order pharmacy orders are sent via first class U.S. Postal Service. If you choose to have your medication rush ordered, additional costs will apply and they will vary by shipping method. All orders are shipped in unmarked, tamper-proof packaging to ensure security and complete confidentiality. If necessary, WellDyne will use insulated and temperature-controlled packaging to ensure the integrity of your medications.

### **Can I speak with a pharmacist if I use the mail order pharmacy?**

Yes. Pharmacists are available to answer your questions 24/7/365. To speak with a pharmacist, please call the Member Services number on your ID card.

### **Is my information kept private?**

Yes. We ask for some personal information when setting up your account, and we keep this information completely confidential. We use this information to ensure you receive the best care possible.

## Prescription Benefit Coverage

### **What is my copay?**

Your benefit program may have multiple medication categories, or tiers, that determine your copay. Check your plan information to see which tiers are included in your plan. Typical copay tiers for WellDyne benefits are:

- **Tier 1:** Generic drugs with the lowest copay.
- **Tier 2:** Preferred brand drugs that cost more than generics.
- **Tier 3:** Non-preferred brand drugs that include the highest cost medications.
- Your plan may have additional tiers for specialty drugs or drugs that treat non-life threatening conditions. The copay for these tiers may be more or less expensive, depending on your plan.

You can see which tier a medication is by checking our Formulary and Drug Alternatives List.

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### **What is a formulary?**

A formulary is a drug list that helps determine your copay for each prescription. In most cases, you'll pay a lower copay for the drugs on the formulary. The formulary is not a complete list of covered drugs. Formularies can vary from plan to Plan. Please check your plan's formulary to learn about covered drugs.

### **What if my medication is not listed on the formulary?**

Some drugs are excluded from the formulary in order to help control your overall costs. Call the Member Services number shown on your member ID card if your medication is not listed on your plan's formulary.

### **Does WellDyne fill over-the-counter (OTC) medications?**

Yes, WellDyne will fill OTC medicines if the medication is covered by your prescription benefit plan and your doctor has written a prescription for it.

## Generic Medications

### **What are the advantages of using generic versus brand name medications?**

The biggest advantage of using a generic drug is price. On average, the cost of a generic medication is 80 to 85 percent lower than the brand name product.

### **Are generic drugs as safe and effective as brand name drugs?**

The FDA tests each generic drug to make sure it is effective and safe. To gain FDA approval, a generic drug must:

- Contain the same active ingredients as the brand drug.
- Be identical in strength, dosage form, and how it's taken.
- Be used to treat the same conditions and have the same dosing and labeling.
- Provide the same effectiveness and safety to patients.

A generic drug often has a different color or shape than the brand name drug. These differences don't have any effect on how the drug works. The color difference just distinguishes one product from another.

### **Does every brand name drug have a generic version?**

No. When new drugs are introduced by a company, they have a patent. The patent protects the company by not allowing anyone else to make and sell the medication. When the patent expires, other drug companies can start selling generic versions that have been approved by the FDA.

### **How can I get generic drugs?**

Ask your doctor if a generic drug is available and appropriate for you. If it is, your doctor can write your prescription so the pharmacist knows to dispense a generic version whenever possible.

### **Will my doctor automatically prescribe generic drugs?**

It depends on the doctor. You can ask your doctor to write a prescription that allows a generic drug whenever possible.

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### **Why do generic drugs look different than the brand name product?**

U.S. trademark laws don't allow generic drugs to look exactly the same as another drug already on the market. For that reason, the color and shape of a generic pill may be different from the brand name version. Sometimes it will have a different coating or flavor. Differences in taste or appearance do not affect the drug's safety or effectiveness.

### **Why are most generic drugs less expensive than brand name products?**

Generic drugs are versions of brand drugs that become available when the brand drug's patents expire. Because of lower research costs and more competition, the generic drug usually costs less than the brand name drug. Many brand name manufacturers or their subsidiaries also make generic medications.

### **How are generic drugs approved for use?**

Before a generic drug is approved for use in the U.S., the drug company must prove to the FDA that the generic drug has the same active ingredient as the brand name version. In addition, the generic must meet FDA standards for the amount of active ingredient and how much of it is absorbed by the body.

### **Are generic drugs safe?**

The role of the FDA is to ensure all new brand and generic drugs are safe and effective. The FDA requires generic drug manufacturers to:

- Meet the same requirements for strength, purity, and quality as the original manufacturer.
- Follow the same strict manufacturing practices.

## Quality Assurance

WellDyne maintains the highest standards of safety and service when filling your prescription.


### **Where does WellDyne get my medication?**

To ensure the safety of your medication, WellDyne only purchases from manufacturers and wholesalers that are licensed and approved by the FDA to conduct business and distribute drugs within the United States.

### **How does WellDyne protect my health information?**

WellDyne complies with patient privacy regulations and requirements set by the Health Insurance Portability and Accountability Act (HIPAA).

If you would like WellDyne to discuss and/or release your protected health information to another person or entity, you must authorize us to do so by completing a Protected Health Information Authorization Form.

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For questions about pharmacy benefits, visit our member portal at [WellView.WellDyne.com](https://WellView.WellDyne.com).  
Or call Member Services at the number listed on your ID card.