

## Member Questions/Answers for your Commercial Plan

**Q: Will I receive a new card.**

**A:** Yes, you will receive a new card that will need to be presented to all your current pharmacies to provide them the new necessary information to properly process your prescription.

**Q: How do I get my prescriptions filled?**

**A:** Simply present your new ID card and prescription to a participating pharmacy in the plan network. You can find more information about your prescription coverage by contacting Amwins Rx Customer Support Care at 800-580-4403.

**Q: Where can I get information on using Mail Order Services?**

**A:** Once you are enrolled in the Amwins Rx plan, you will receive a member kit at enrollment. *Please be aware that you may need to obtain new prescriptions from your doctor before ordering prescriptions, unless you have already been using Elixir Mail Order.* The necessary forms and instructions on how to order prescriptions through the mail order service will be included in your member packet.

**Q: Will the formulary (list of covered drugs) change?**

**A:** Yes, the formulary will be changed to the Amwins Rx formulary during the transition to Amwins Rx's. The new formulary can be accessed on Amwins Rx's member portal, <https://amwinsrx.com/membercenter>.

**Q: How can I find out if my drugs are covered on the new plan?**

**A:** Some drugs may have additional requirements or limits on coverage. You can find out if your drug has any additional requirements or limits by reviewing the formulary which is found on Amwins Rx's member center. If your drug is not included on the formulary, you should first contact Amwins Rx's Customer Support and ask if your drug is covered. Please contact Amwins Rx Customer Support at 800-580-4403.

**Q: How can I lower my drug expenses?**

**A:** Generic medications often cost less than brand- name counterparts. Talk to your doctor to determine if a generic is available. You have the option of mail order, where you can receive up to a 90-day supply for one mail order co- payment.

**Q: Who can I call if I have questions?**

**A:** Please contact Amwins Rx Customer Support Center, toll-free, at 1-800-580-4403, Monday through Friday, from 8:00am – 8:00pm EST.

**Q: What should I do if the pharmacy has issues processing my prescription?**

**A:** If you are having problems at the pharmacy, *do not leave.* You or the pharmacy should contact Amwins Rx Customer Support at 800-580-4403. Most situations can be handled by Amwins Rx's Customer Support, and you should leave the pharmacy with your prescription.

**KEY PHONE NUMBERS and WEBSITE ADDRESS:**

**Amwins Rx Customer Support is available:** 8:00am – 8:00pm (EST), Monday – Friday. Call: 1-800-580-4403.

**Amwins Rx Member Center address:** <https://amwinsrx.com/membercenter>

**Elixir Mail Order:** Call: 1-866-909-5170

**Elixir Member portal address:** <https://member.envisionpharmacies.com/PortalUser/EpharmPortalSignin>

**Reliance Rx Specialty Pharmacy:** Call: 1-800-809-4763