



Getting Started with EpiphanyRx

Your prescription drug benefits are administered by EpiphanyRx. EpiphanyRx is a pharmacy benefit manager known for clinical expertise and exceptional member service. Below are a few commonly asked questions. If you have more questions, please call EpiphanyRx member services at 1.844.820.3260 or visit epiphanyrx.com.

How do I fill a prescription?

You will receive a new pharmacy benefit ID card from EpiphanyRx or your plan. This new ID card contains information to help your pharmacist process your prescription. Please present your ID card at the pharmacy whenever you fill a prescription. If you haven't received your new ID card yet, you may call member services at 1.844.820.3260 for assistance.

How do I know if my drug is covered?

The EpiphanyRx formulary (preferred drug list) is available in the member portal at epiphanyrx.com. The formulary shows the drugs that are covered under your plan.

Can I use copay assistance?

Yes. Many medications have copay assistance programs, where a drug manufacturer pays for part of the cost to make the medication more affordable. If you do not currently use a copay assistance program, the EpiphanyRx member

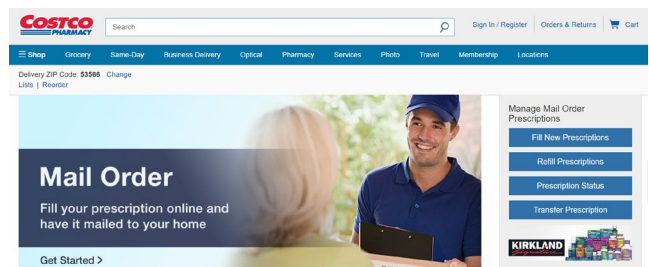
services team can help you enroll to take advantage of these savings.

If you already use copay assistance, your out-of-pocket cost will not change. With copay assistance, only the amount you have paid out-of-pocket will apply to your annual deductible and/or out-of-pocket maximum. Some copay assistance programs require re-enrollment annually.

Can I get a 90-day supply of my medication?

Maintenance medications can be filled for a 90-day supply at a retail pharmacy or through our mail order pharmacy, Costco Pharmacy.

With Costco, your 90-day fill will cost the same whether you use Costco mail order pharmacy or



a Costco retail pharmacy. You do not need to be a Costco member to use Costco Pharmacy. You can register online at pharmacy.costco.com.

If you have any mail order questions, please call Costco Pharmacy at 1.800.607.6861. Costco Pharmacy Customer Service is available Monday through Friday, 5:00 a.m. to 7:00 p.m. (PST) and Saturday, 9:30 a.m. to 2:00 p.m. (PST).

You can find a list of maintenance medications on the member portal at [epiphanyrx.com](https://www.epiphanyrx.com).

Can I keep using my current retail pharmacy?

The EpiphanyRx network has over 60,000 pharmacies. A complete list of pharmacies is available in the member portal at [epiphanyrx.com](https://www.epiphanyrx.com). Use the Pharmacy Search feature to search for in-network pharmacies.

How do I fill my specialty medication?

If you are taking or using a specialty medication, you will need to fill this prescription through our specialty pharmacy partner, Lumicera Health Services. Ordering prescriptions through Lumicera is simple. Just call a patient care specialist at 1.855.847.3553 to get started. They will work with you and your prescriber to get your prescription set up.

How do I request reimbursement for pharmacy claims?

You can request reimbursement for pharmacy claims by completing the prescription drug claim form at [epiphanyrx.com/resources](https://www.epiphanyrx.com/resources). You can be reimbursed directly for covered services up to the EpiphanyRx contracted amount.

