

Updates to Your Pharmacy Plan Effective January 1, 2017

Staunton City and Staunton City Schools have partnered with a company called RxBenefits to enhance customer service for our prescription drug benefits. RxBenefits has expertise in helping participants navigate through issues related to purchasing prescription medicine. They also have been able to provide some discounts to our plan which allows them to continue to provide excellent benefits for you and your family.

*RxBenefits' Customer Service team, known as RxAssure, is available to assist you with prescription benefit needs like: if you need help setting up your mail order account or working with your physician to send your prescription to the Express-Scripts mail order facility, etc. If you have any questions, contact **RxAssure (RxBenefits' Customer Service) at 1.800.334.8134** between 8 a.m. and 7 p.m. EST Monday through Friday for assistance. Should you require assistance outside of these hours, you can call the number and you will have an option to transfer to Express-Scripts for assistance.*

What does this mean to you?

- Effective January 1, 2017 your Pharmacy benefit will be with Express-Scripts, administered by RxBenefits, Inc. Aetna will continue to provide your medical coverage.
- RxBenefits' Customer Service team, called RxAssure, is available to assist you with your pharmacy questions, assistance with prescriptions either retail or mail order. This means you will contact RxAssure (RxBenefits' Customer Service) at 1-800-334-8134 for your prescription questions.
- Effective January 1, 2017, there is a change in formulary (meaning how drugs are covered). During open enrollment, you may call RxAssure (RxBenefits' Customer Service) at 1-800-334-8134 to find where your current drugs fit on the new formulary. In addition, before January 1, 2017, RxBenefits will send you a notification in the mail if your drug is not covered under the new formulary. Alternatives will be offered.
- New ID cards will be sent to you by Express-Scripts. They will be delivered to your home address before January 1, 2017. This will be a separate card for you to carry. Aetna will provide a medical ID card, and Express-Scripts will provide your prescription drug card.
- Please begin using the new card January 1, 2017. If you try to use your old card on or after January 1, 2017 you will not be able to access your prescription drug benefits.

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- If you have any questions about your new ID card or any of your prescription drug benefits, please contact Rx Benefits (RxBenefits' Customer Service) at 1-800-334-8134 and they will be happy to help you.
- You can reach RxBenefits (RxBenefits' Customer Service) at 1-800-334-8134, Monday through Friday 8:00 AM to 7:00 PM EST. This number will also appear on your new ID card.
- If you have taken advantage of the mail order benefit please reach out to your physician to request a new prescription to be sent to the Express-Scripts Mail Order facility. These new prescriptions can be sent by mail or electronically beginning January 1, 2017. You will need to register on their website, www.express-scripts.com on or after January 1, 2017 to set up your account and provide your payment information.