

# Understanding your pharmacy benefits

A guide to understanding your pharmacy benefits and finding the right resources for your prescription needs.



## For all employees

More than 80% of the prescriptions for covered employees and their dependents will be filled exactly as they have in the past. Your doctor sends your prescription to your pharmacy, and you simply pay your copay and pick up your medication.



## Taking certain medications?

EmpiRx, our new pharmacy benefit manager, uses standard cost-containment programs (prior authorization and step therapy) for a small percentage of medications. If your prescription is subject to these programs, it may be delayed by 1-3 days. You or your doctor can contact EmpiRx for next steps. EmpiRx will discuss your prescription with your doctor, and your doctor will make the final decision. After approval, your pharmacy will process the prescription, you'll pay your copay and pick up your medication.

**Need more information about cost containment from EmpiRx? Call 877-814-2303**



## Looking for savings on high-cost brand medications?

If you take a brand-name medication that qualifies, you may be contacted by **Luna Health**. Luna Health will work with you to reduce your out-of-pocket costs using available copay assistance programs. Participation is optional, but the savings can be significant.

**Need more information about Luna Health? Call 866-906-4854**



## Interested in obtaining medication through a mail-order pharmacy?

HealthDyne handles mail-order prescriptions for EmpiRx. To enroll, visit [myempirxhealth.com](https://myempirxhealth.com) and provide the required information.

**Need more information about mail-order drugs? Call 833-633-0937**



## Taking high-cost specialty medications?

If you use a high-cost specialty medication (listed in the document below) you will need to contact **Payer Matrix**. They will help you access your medication and obtain manufacturer discounts that may reduce your out-of-pocket costs to \$0. **Your specialty medication prescription cannot be filled until Payer Matrix has been engaged.**

[Click to download the Specialty Drug List](#)

**Need more information about Payer Matrix? Call 877-305-6202**

What you need help with:	Organization	Contact Information
Understanding your health benefits	Quantum Health	888-295-9299 <a href="https://ardentcarecoordinators.com">ardentcarecoordinators.com</a>
Questions about your pharmacy benefit	EmpiRx	877-814-2303 <a href="https://myempirxhealth.com">myempirxhealth.com</a>
Saving money on brand-name medications	Luna Health	866-906-4854
Mail-order prescriptions	HealthDyne	833-633-0937 <a href="https://myempirxhealth.com">myempirxhealth.com</a>
High-cost specialty medications	Payer Matrix	877-305-6202 <a href="mailto:customerservice@payermatrix.com">customerservice@payermatrix.com</a>