

Welcome to your new prescription drug benefit plan!

ProAct, Inc., is a full-service Pharmacy Benefit Management company. From innovative programs to high-touch member services – you are covered under our care.

Mail Order



ProAct's mail order program is a reliable, cost effective way to securely receive maintenance medications at the convenience of your doorstep.

Enroll in two easy steps:

1. Set up your Mail Order Profile online at proactrx.com/mailorder/1/#register or by calling 866-287-9885.
2. Submit your prescription(s) request here: proactrx.com/programs/rtm/enroll/

ProAct will coordinate with your physician(s) to gather your prescription(s) on your behalf.

International Mail Order



Your prescription benefit plan allows you to receive select brand name maintenance medications through ProAct's international mail order program, CANARX. CANARX is a safe and voluntary option for obtaining brand name drugs when a generic alternative is not available. CANARX currently offers a list of approximately 400 brand name drugs at a \$0 copay for a 90 days supply. Plus, shipping is free!

www.canarxsavingsprogram.com

Prior Authorization

Some medications, due to cost, type of medication, or plan benefit will require prior authorization. ProAct is committed to helping you avoid any delays in getting your medications.

Here's what you should know:

If you need a prior authorization to continue filling your prescription, don't worry! In order to provide a smooth transition and prevent members from experiencing a lapse in therapy, ProAct has a **one-time override*** policy for claims that may reject for prior authorization.

Upon receiving notification of rejection at a local or mail order pharmacy, due to prior authorization, call the ProAct Help Desk.



Call the Help Desk:
877-635-9545



ONE-TIME OVERRIDE



Contact your provider to initiate the Prior Authorization Process

*This process does not apply to any excluded medications. If a drug is not included within your formulary, it is not a covered benefit.

Online Resources



ProAct's member portal at www.proactrx.com contains a variety

of resources to support your pharmacy benefit needs, such as:

- Dashboard
- Benefit Overview
- View Claims History
- Transfer Prescriptions to Mail Order
- Manage Mail Order Prescriptions
- View and Print Temporary ID Cards
- Drug Pricing Tool
- Pharmacy Finder
- Formulary Look Up
- ProAct Messenger

Caring people are never more than a phone call away, any time of day.

We're always here when you need us.



24/7/365 Member Support
877-635-9545

If you have any questions or concerns, please feel free to reach out to our Help Desk at 1-877-635-9545.