

## Frequently asked questions – Maintenance medication coverage changes starting Jan. 1, 2023

### Q. Why is WellSpan making this change?

A. As costs of medications in the market continue to rise, the transition to our in-house pharmacy will help us lessen the impact and avoid increasing costs for our team members and their families. WellSpan as a health system can leverage favorable hospital pricing on medications and help team members and dependents save too. Team members will pay the equivalent of two copays now for a 90 to 100-day refill, rather than three copays today on 30-day supplies to get the same amount of a medication.

### Q. Who does this change impact?

A. This change affects all team members and their dependents who are covered by any of our three medical benefits plans.

### Q. How do I know if I take a maintenance medication that I need to move to WellSpan Pharmacy?

A. Maintenance medications are generally taken for longer periods of time as part of treatment for long-term or chronic conditions. Blood pressure or cholesterol-lowering medications are two examples, but there are many. To review all medications considered “maintenance”, visit [www.wellspanpophealth.org](http://www.wellspanpophealth.org) and see the list under the “Information about Pharmacy” tab. Select the link called Maintenance Medication List. To review what medications you are currently prescribed, if you are a WellSpan patient, go to [www.mywellspan.org](http://www.mywellspan.org) and select Your Menu, Health Record, then Medications.

If a medication you currently take is on our maintenance medications list, you must move it from your current pharmacy to WellSpan Pharmacy, and have it filled going forward in 90 to 100-day supplies, for the cost to be covered under the plan.

### Q. How do I transfer a prescription?

A. Contact the provider who has prescribed your maintenance medication and ask them to transfer the prescription to WellSpan Pharmacy. You will need to give them the specific WellSpan Pharmacy location.

For mail order, you must contact your provider and have them transfer the prescription to the WellSpan Pharmacy at the Adams Health Center in Gettysburg. This is our pharmacy for mail order fulfillment. (Note: Mail-order delivery is no longer fulfilled at the Fairfield location). Mail order delivery is the most convenient way to regularly receive your maintenance medications every 90 to 100 days no matter where you live in WellSpan’s service territory – or beyond. Your prescription can be set up for auto-refill for extra convenience. The form and instructions to initiate mail-order delivery are available at [www.wellspanpophealth.org](http://www.wellspanpophealth.org) under the “Information about Pharmacy” tab. (Contact your provider to transfer the prescription to the Adams Health Center location and fill out and submit the form to ensure a smooth transition.)

You also can choose to use WellSpan Pharmacy retail locations. You can have your provider transfer your maintenance medication prescription to one of these retail locations and pick them up in person. A location list is available at [www.wellspanpophealth.org](http://www.wellspanpophealth.org) under the “Information about Pharmacy” tab. Some locations offer evening and weekend hours for your convenience. To transfer your prescription to a retail location to pick up there, just give your provider the WellSpan Pharmacy location and phone number.

You may use either mail-order or retail pickup for your maintenance medications, based on your preference and proximity to one of our retail locations.

### Q. Do I need to wait until I receive my new ID cards to transfer my maintenance prescription?

A. No, you may do so now using the instructions listed above and the information posted at [www.wellspanpophealth.org](http://www.wellspanpophealth.org) under the “Information about Pharmacy” tab. The list of maintenance medications you may need to transfer, the mail-order pharmacy form, and a list of WellSpan Pharmacy retail locations are all found on this page.

### Q. How long do I have to transfer a maintenance medication to WellSpan Pharmacy and still have it covered?

A. Ideally, we have asked all team members and dependents to transfer their maintenance medications to WellSpan Pharmacy by Jan. 1, 2023, or by the date the next fill is due after Jan. 1. However, to ease in this transition, two 30-day supply refills of your current maintenance medication(s) can still be filled at your current non-WellSpan pharmacy after Jan. 1, 2023 and it will be covered. But following up to two refills in 2023, maintenance medications filled at non-WellSpan Pharmacies will no longer be covered. So, please do not delay in initiating this important process with your provider.

**Q. Are the instructions for transferring a prescription the same, regardless of whether you choose retail pickup or the mail-order option?**

A. The first step is the same. Contact your provider and have them transfer your maintenance prescription to the WellSpan Pharmacy location of your choice. The location list is posted at [www.wellspanpophealth.org](http://www.wellspanpophealth.org) under the “Information about Pharmacy” tab.

If you will be choosing mail order delivery, you must have your provider transfer the prescription to the WellSpan Pharmacy at the Adams Health Center in Gettysburg. And, you must also fill out and submit the mail-order form to ensure your prescription is routed to mail-order delivery by the pharmacy. The mail-order submission form is also found at [www.wellspanpophealth.org](http://www.wellspanpophealth.org) under the “Information about Pharmacy” tab.

**Q. Can I use MyWellSpan to contact my provider to move my maintenance medication prescription to WellSpan Pharmacy?**

If you are a WellSpan patient and a WellSpan provider prescribed it, Yes. Go to [www.mywellspan.org](http://www.mywellspan.org) and select Your Menu, Health Record, then Medications. From this page, select “Rx Renewal From Provider” and check the boxes next to each medication you need to move from a non-WellSpan Pharmacy to WellSpan Pharmacy. When finished, hit Next. A comment box will appear under each of your selected medications. In each, type “WellSpan Plan Change”, the name of the WellSpan Pharmacy you want to transfer the prescription to, and “90 to 100-day supply.” If you want to do Mail Order, type Mail Order for your pharmacy location. When each comment field is filled in with this information for the medications you must transfer to WellSpan Pharmacy, hit Next. Please review all the information you entered, then hit Submit. (Important: You must also fill out the Mail Order form if doing Mail Order option at [www.wellspanpophealth.org](http://www.wellspanpophealth.org) under the “Information about Pharmacy” tab.

**Q. Do I need to fill all my prescriptions at WellSpan Pharmacy?**

A. No. Medications you are prescribed that are not considered “maintenance” can be filled at a pharmacy of your choice. An example is an antibiotic. This is a temporary-need medication and is not considered a maintenance medication. For the list of all medications that are considered maintenance, always review the list at [www.wellspanpophealth.org](http://www.wellspanpophealth.org) under the “Information about Pharmacy” tab. If it’s not on the list, you may have it filled at your pharmacy of choice.

**Q. What if I am prescribed a new medication considered maintenance? Or my dosage changes?**

A. We recognize that when your provider changes your medication, you should begin taking it immediately. Any time that you are prescribed a new maintenance medication, or the dosage of a current maintenance medication changes, you will be able to fill that medication prescription up to two (2) times with 30-day supplies at your pharmacy of choice. We recommend filling your new medication/dose immediately at your pharmacy of choice, then use the time between the first fill and your second to transfer the prescription to WellSpan Pharmacy (either retail pickup or mail-order).

**Q. How is WellSpan Health preparing to manage these transfers and the increased volume at our Pharmacies?**

A. We are committed to ensuring a smooth transition and offering fast and prompt service. WellSpan Pharmacy has recently transferred fulfillment of mail-order prescriptions to the larger location at the Adams Health Center in Gettysburg. For the transition period, we are allocating more staff to our mail order operations and will be implementing new technology to ensure that we can serve you quickly and efficiently.

**Q. Where can I get other questions answered about this change?**

A. If you have specific questions about this change, based on your individual circumstances or those of your family members, call 717-851-6800 or 800-842-1768; or email [pophealthbenefits@wellspan.org](mailto:pophealthbenefits@wellspan.org).

**Q. I transferred my prescription for mail order through WellSpan Pharmacy and received a phone call asking for my credit card information. Is this a legitimate call?**

A. The call to request credit card payment information will come from 717-339-2600. If you receive a call from this number, you can feel comfortable that it is legitimate request for information from WellSpan Pharmacy.

If you miss the call, please call back to 717-339-2600 and press ‘#’ to enter the payment collection menu. Enter your information at the prompts to have your payments processed. You should receive your prescription in three to five business days by mail.