



State of Maine Pharmacy Plan Top 10 FAQs

1. **Who is MedImpact?**

MedImpact was founded more than three decades ago by a pharmacist and independent drug store owner who saw firsthand how families struggled with the high cost of prescriptions, and how it impacted their lives. While we have grown to be one of the nation's leading Pharmacy Benefit Managers, we are as committed to these principles today as we were in 1989. Our vision is to improve the wellness of communities and individuals by making healthcare understandable and accessible. Our mission is to use world-class clinical expertise, technology, and innovative thinking to engage people to lead healthier lives.

2. **Why do I have to switch my medication and how do I find an alternative?**

There may be more than one drug that can treat your condition. A drug may be excluded from coverage because other formulary drugs have the same clinical benefit and may be less costly. The State of Maine plan can “prefer” certain drugs that are just as effective and appropriate. These drugs are called “formulary/preferred drugs” and may be offered at a lower cost. Ask your doctor if a formulary/preferred drug is right for you. A link to MedImpact’s Preferred Formulary List may be found in your member portal or on the Employee Health & Wellness website. This listing outlines excluded drugs and their MedImpact formulary alternatives. Your doctor also has access to your drug formulary and preferred alternatives.

3. **Was my mail-order prescription and Prior Authorization (PA) information transferred from Express Scripts?**

Yes. Any prescriptions you filled through Express Scripts that had open refills were transferred to MedImpact Direct Mail®. Some medications can't be transferred. They include controlled substances, prescriptions which have never been filled, expired prescriptions, and prescriptions with no refills left. Our staff will help you get new prescriptions for these drugs.



Your current and not expired PAs were transferred. If your PA from ESI was expired, you will need a new PA for MedImpact.

4. Can I still get 90 days' worth of medicine at my local pharmacy?

Yes. If you'd like to get a 90-day supply of your maintenance medicine, you may pick it up at your local network pharmacy or use MedImpact Direct Mail for free home delivery.

5. Can you explain the Prior Authorization (PA) process?

The State of Maine plan requires specific drugs to be reviewed using criteria to determine if those medications are being taken for the appropriate diagnosis and that the dosage prescribed is appropriate. The PA process looks at whether or not a member meets the criteria for coverage. If your request for prior authorization is denied, you will receive a letter explaining your rights to appeal the decision.

To check on the status of a prior authorization, call MedImpact customer center toll-free at 1-888-672-7151 (TTY dial 711), 24/7/365 days.

6. How does the Appeals process work?

If your Prior Authorization (PA) request is denied, you or your doctor can request an Appeal of the decision. The Appeals process is summarized in the letter you will receive notifying you of the decision to deny your PA request.

7. What is Step therapy?

Step therapy is a type of prior authorization that requires you to try a more cost-effective and/or safer drug before a non-preferred drug is covered.

8. Why aren't diabetes meters and test strips on the MedImpact formulary?

Diabetes meters and test strips are listed under Diabetic Supplies within the Preferred Drug List (PDL). Freestyle and Precision test strips made by Abbott are the preferred test strips. Members can get a free meter when they use the Freestyle and Precision test strips.

9. How do I set up my account on the MedImpact website? And why can't I see all my family members?

To set up your MedImpact user account, visit www.MedImpact.com.



Follow the prompts to create a new user ID and password. The information provided by you should match what is on your Medical ID card.

- If you are experiencing issues, please call 1-888-672-7151 (TTY dial 711).
- An alert will appear next to the bell icon on your dashboard if your profile is incomplete.
 - Click on the alert to bring you to the section that needs to be completed.
 - You can also click the down arrow by your name (profile drop down section) in the upper right corner of the screen and select “Settings”.
 - A red dot will appear next to any section that needs to be filled out to complete your profile.
- To view your dependents, select the down arrow by your name (profile drop down section) in the upper right corner on your dashboard.
 - Select the “Add Dependent/Add Other Users” button which will take you to the “View Dependents” section.
 - In this section, dependents under 12 years old will automatically be viewable (listed under “Members I Can View”).
 - To view other dependents 12 years old and older, you will need to request access to their accounts due to privacy concerns (e.g. the user must have set up his/her own account and registered to be viewable).
 - Click “Request View Access” and enter member first and last name, date of birth, and member number (make sure the information provided matches what is on his/her ID card).

Member account will show a pending request. Once the request is accepted, the member will show up in the “Members I Can View” section, click on the member and their account will be available to view.

10. Who do I call at MedImpact?

General Questions: MedImpact Customer Service (See back of ID card)
1-888-672-7151 (TTY dial 711), 24/7/365 days a year.

Mail-order Questions: MedImpact Direct Mail, 1-888-672-7151 (TTY dial 711),
Monday – Friday from 8AM-8PM Eastern Time and Saturday from 9AM-5PM
Eastern Time. Pharmacists are available 24/7/365 for urgent clinical
consultations.



Specialty Questions: MedImpact Direct Specialty, 1-877-391-1103
(TTY dial 711), 8AM to 8PM Eastern Time.

Learn more at www.medimpact.com or use the QR code below. Apple users can scan QR code with their iPhone, iPad, or iPod if it has a working camera. Smartphones with updated software versions may also be able to scan QR codes by opening the camera and hovering over the attached code:



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