



Our specialty is you.



FREQUENTLY ASKED QUESTIONS

1. Who is MedImpact?

MedImpact, one of the nation's leading pharmacy benefit managers, serves as St. Luke's pharmacy benefit manager and processes our prescription drug claims. Your combined Medical/Pharmacy insurance card will have contact information for MedImpact and contains all the information a pharmacy will need to process your prescription drug claims. Be sure to use your insurance card when visiting the pharmacy. And since your insurance card is used to verify eligibility for both your pharmacy and medical benefits, please be sure you use it when you visit the doctor too.

2. Who do I contact if I have questions about my prescription drug benefits?

If you have questions about your prescription drug benefit, you may contact MedImpact at 1-888-495-3168. This number is available to St Luke's Hospital members 24 hours a day, 7 days a week, 365 days a year.

3. How do I determine if a medication is covered by St. Luke's prescription drug plan?

If you have questions on coverage or alternative medications, call the St Luke's Pharmacy Customer Service Line at 1-888-495-3168. You can also search for covered medications online at www.medimpact.com. You will need to set up an account prior to searching for drug coverage information. Some prescriptions require prior authorization or step-therapy, so for more details regarding prior authorization please refer to the formulary link on the MedImpact site.

4. Where can I get my prescription filled for the lowest cost?

We encourage you to use the MedImpact's prescription drug pricing tool. You can access the tool by logging onto www.medimpact.com. Once you arrive on MedImpact's site, you'll click the Drug Price Check link located on the main menu. Keep in mind if you participate in the HDHP, your cost will be higher when you have not yet met your deductible, which will be the case as of January 1st each year, when your annual deductible resets. Remember, while prices can vary, St. Luke's Pharmacy offers you reduced copays on retail and 90 day prescription fills.

5. I take a specialty medication, what do I do?

You can get specialty medications at either St Luke's Retail Pharmacy or MedImpact Direct Specialty Pharmacy. They will work with your pharmacy to dispense your medication. You can call the St Luke's Pharmacy Customer Service line 24 hours a day 7 days a week at 1-888-495-3168 and select the prompt for specialty pharmacy or call the St Luke's Retail Pharmacy at 314-205-6023 between 8:30am and 5:30pm M-F Central Time.

6. What is prior authorization, and will I need a prior authorization for my medication with the plan?

Prior authorization is a process that evaluates a drug's prescribed use against a predetermined set of criteria to determine whether the new drug plan will cover the medication. Not all medications require prior authorization, but some do. If you have an existing prior authorization, the refill quantities will transfer over if there are still remaining refills available.

10. How and when can I register for MedImpact Mail Order?

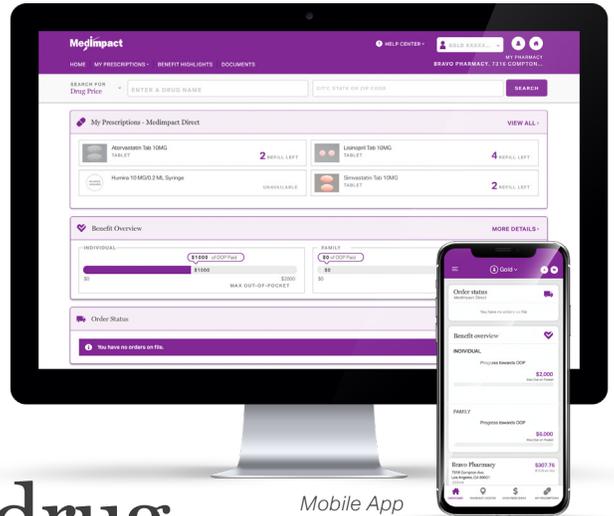
To register for MedImpact Direct Mail Order, go to the St Luke's Consumer web portal at: www.medimpact.com and first of all create an account. Once registered you will be able to see your prescriptions, order status if you have ordered any prescriptions for mail order through MedImpact, your benefit plan overview and any open Prior Authorizations.

11. What happens if I am diabetic and use a meter and glucose strips?

MedImpact allows coverage of meters and glucose strips through Abbott. Abbott provides a free meter and a variety of glucose strips. If you need assistance in getting set up for your diabetic supplies through Abbott, contact MedImpact at 1-888-495-3168.

12. Where can I find the MedImpact mobile app?

Go to either the Apple Store or the Google Play Store and download the 'MedImpact -A healthier more informed you' app.



Mobile App

CONSUMER PORTAL OVERVIEW

Access personalized drug information. Anywhere. Anytime.

Managing your pharmacy benefit has never been easier! Our online member portal and mobile app let you easily access the tools and info you need for healthier, more informed choices.



Pricing, Savings & Adherence

See prescription drug information and find ways you may be able to save money.

- View past price paid for a current prescription drug
- View fill history for a current prescription drug
- See upcoming refills
- Identify new prescription drug price
- Review cost-savings options*



Home Delivery

View information about home delivery.

- View your mail-order and specialty drugs
- Manage shipping and contact information
- Review estimated copay, order status and next refill date
- Refill mail-order drugs or renew expired prescription
- Set reminders and alert via text, phone or call



Convenience

MedImpact offers convenience at your fingertips.

- Print/access ID card
- View/update account information, password & email
- View prescription history
- Manage dependent accounts when authorized
- Set communication preferences (Text/Email)



Benefit Highlights

Understand more about your benefit plan.

- View member copays
- Formulary status of drugs
- View accumulators
- View year-to-date drug spend



View Prescription Drug Information

Know more about the prescription drugs you take, including:

- Indications or what conditions the prescription drug are used to treat
- Potential side effects
- Drug interactions
- Generic or therapeutic alternatives



Pharmacy Locator

View information about different pharmacies.

- Find a pharmacy near you
- View interactive map and get driving directions
- Find lowest-cost drug options*

**Per your benefit plan*

What To Do Next?

Go to www.medimpact.com on your computer or mobile device to register or sign in. First-time users will need Member ID, Name, Date of Birth

For questions regarding benefits coverage, pharmacy network, account, or site navigation: Call toll-free: **+1 (877) 391-1099** or the number on your ID card; Email: customerservice@medimpact.com



Download the MedImpact mobile app from your **App Store Today!**





HELPING TO MANAGE YOUR PRESCRIPTION COSTS

Understanding prior authorization.



What is Prior Authorization (PA)?

A: Prior Authorization is an important step to ensure the right drugs get to the right person at the right time. Your health plan may require some prescriptions to meet certain rules to be covered by your benefit. Those prescriptions will go through a review process to see if they meet those rules. This review process is called a "prior authorization" (PA) because approval is required before the prescription can be filled.



How does a PA work?

A: Your health plan determines which medications, dosage and quantities are on your preferred drug list. If your doctor prescribes a drug that is not on your preferred drug list, you may need a PA so it can be covered.

When the pharmacy processes your prescription, the pharmacist will see that a PA is required. The pharmacist will contact your prescriber to finalize the process. Not all prescriptions will be approved. Some, such as those for cosmetic purposes, may be excluded from your pharmacy benefit.

See the information provided by your health plan for full details.



How long does a PA take?

A: PAs are usually processed within two business days. It may take more time if the prescriber sends a PA request with missing information.



How can I find out about the status of my PA?

A: To check on the status of a PA, call the MedImpact customer center toll-free, at +1(800) 788-2949. You can also email customerservice@medimpact.com. For your security, please do not send any personal health information in your email.



What if my PA request is denied?

A: MedImpact will send you a letter if your PA request was denied. The letter will explain why it was denied, and what you can do to appeal the decision. Any medication prescribed to you is always available at full cost. However, using medications on your preferred drug list may help you reduce your out-of-pocket costs. Talk to your prescriber about other clinically approved drugs that may be covered under your benefit.

About MedImpact

MedImpact is a pharmacy benefit manager who works with your health plan to get you the medication you need. Our goal is to make it as easy as possible for you by working with your health plan and pharmacy to provide timely and essential information about your medicine, including how to take it correctly, potential side effects, any lower-cost drug options, and more.



STEP THERAPY

Promoting clinically appropriate, cost-effective medications.

What is generic first step therapy?

Step therapy is a clinical tool used in your prescription benefit to promote the use of safe, effective and clinically appropriate medications. **Generic first step therapy** programs require that patients try a generic alternative medication that is safe and equally effective before a brand name medication is allowed to be paid through the patient's insurance.

If a patient chooses the generic medication option, the patient may benefit by having a lower copay. The employer may also benefit because the overall cost of the generic medication is usually lower than the brand medication option.

How does step therapy work?

When filling prescriptions for patients, the pharmacist runs the prescription through the system. If the patient history shows that the generic drug was previously dispensed, then the brand or higher cost medication can be dispensed.

However, if there is no record of a generic drug being dispensed previously, then the patient must try the generic first or go through the prior authorization process.

Prior authorization is a process where the doctor submits a medication request form stating the reason why the patient must have the brand name drug filled at the pharmacy, without going through the step therapy process.

Step therapy and prior authorization are clinical tools that balance patient access to appropriate medications, appropriate

medication utilization, and cost savings for the patient and for the employer.

If a patient is currently taking the medication and has a history of compliance within the past 4-6 months, the patient will be "grandfathered" in to the medication and will not experience disruption. The length of compliance history for grandfathered medications depends on the medication's drug class.

Not all medications are included in the step therapy program. For specific information on your prescription benefit, please visit the member website at www.medimpact.com/members or ask your employee benefits administrator.

For more information on this process, contact us at (800) 788-2949 or www.medimpact.com/members