



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](http://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](http://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 1<sup>st</sup> 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](http://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.