

## Commonly Asked Questions

### How can you benefit most from your SAMBA prescription drug benefit?

The following answers make it easy for you.

#### What is the Preferred Prescriptions<sup>®</sup> Formulary?

The Preferred Prescriptions Formulary is a list of medications manufactured by many major drug companies. These medications are FDA approved and are preferred by your prescription drug plan. You can get any formulary brand-name drug for your \$25 (retail pharmacy) or \$35 (home delivery) copayment, while SAMBA pays the rest. An independent group of practicing doctors and pharmacists has put this list together, to include medications for just about any covered condition.

#### Why should I use generic or formulary brand-name drugs?

You save money at a retail network pharmacy, because you get generic and formulary brand-name drugs for lower copayments. Using formulary drugs also helps keep the plan costs low for SAMBA.

#### How will my doctor know which medications are preferred by my plan?

That's where you come in. Bring the enclosed member guide with you every time you visit your doctor. Discuss this list with him or her before your prescription is written. Your doctor may see that there is a generic or formulary brand-name drug that is right for you.

#### What if my doctor wants me to take a medication that is not preferred?

Your doctor always decides which medications you should take. However, you can ask your doctor to consider a formulary drug that you can get for a lower copayment. If your doctor wants you to take a brand-name drug that is not preferred, you will pay the higher copayment.

#### I noticed generic drugs on my list. Are they as effective as the brand names?

Yes—and at a far lower cost. Generic drugs often become available as patents expire on brand-name drugs. They have the same active ingredients as their brand-name versions, are equal in strength, and are taken the same way. In addition, the FDA has reviewed all generic drugs to make sure that they are safe and as effective as their brand-name versions.

#### How do I begin using the Medco Health Home Delivery Pharmacy Service<sup>™</sup>?

Ask your doctor for a 90-day prescription, plus 4 refills (as appropriate) for up to one year. Make sure you have a two-week supply on hand. If not, ask your doctor for a 14-day prescription to be filled at your retail pharmacy. You can mail in your prescription to our Home Delivery Pharmacy. You can also ask your doctor to fax it to us. You will receive your medication within 5 to 8 days after Medco Health receives your order.

*By mail:* Download an order form from [www.medcohealth.com](http://www.medcohealth.com).

This form is also available by calling the Customer Service number on your Health Insurance Identification and Pharmacy Card. Mail in this form with your new prescription and copayment.

*By fax:* Give your doctor your member ID number. It is located on your Health Insurance Identification and Pharmacy Card. Your doctor can call **1 888 EASYRX1 (1 888 327-9791)** for directions on how to use our fax service. You will be billed later.

For more information about home delivery visit [www.medcohealth.com](http://www.medcohealth.com).

*For a complete description of SAMBA's benefits, definitions, limitations, and exclusions, please refer to your official 2003 SAMBA Health Benefit Brochure (RI 72-006).*