

# PhilRx FAQs

1. What is PhilRx's role in the PA process?
  - a. PhilRx will begin the PA Process through CoverMyMeds®. They will use CMM as they normally do, and are encouraged to add Patient Notes and all information to help with the streamlining of the process.
2. Will there be live PhilRx reps available to address questions from staff and patients?
  - a. Yes.
3. Will Sun sales force be allowed to contact PhilRx directly?
  - a. No. But there will be a CEQUA® escalation email.
4. Will ScriptHero™ continue to serve patients in 2024?
  - a. December 31<sup>st</sup> 2023 will be the end of Script Hero™. The ScriptHero™ pop-up is still available in CoverMyMeds® until end of the calendar year. Advise techs to dismiss this box, but it is important to know that for offices that are switching to PhilRx to know that there is no need to add a patient email/phone number in this box. If an office is still utilizing ScriptHero™, they should continue populating this until December 31<sup>st</sup>.
5. What is the time frame for the patient to receive communication after the prescription has Been submitted through EMR to PhilRx? What is the method of communication?
  - a. Patient should receive a text within minutes from the prescription being sent over. If there are any issues with delivery, they will be contacted within 24 hours. Initially a text will come through and if no action from that text, PhilRx will call the patient.
6. If the patient does hear from PhilRx, what should their next step be?
  - a. They should contact their HCP to determine that the prescription has been sent to PhilRx.
7. How many times will the pharmacy contact the patient and will we get notified?
  - a. Patient gets notified 6 times– initial text on Day 0; text reminder, phone call, and voicemail Day 1, text reminder and call (no voicemail) on Day 2, 3, 4, and 5, with the final attempt on Day 5.

8. Will PhilRx staff be designated to one department or person for CEQUA® scripts?
  - a. PhilRx will have dedicated customer service reps for CEQUA® only
9. How are the notes entered on the office side?
  - a. There is a notes/additional information section located in most EMR systems.
10. What languages does PhilRx provide their services in for their programs?
  - a. Over 150 Different Languages
11. What if the offices do not click “submit” on the PA?
  - a. PhilRx will make 3 attempts to have the office review and submit the PA; they also send weekly HCP summaries with any outstanding/open PAs.
12. How is the product shipped?
  - a. Product is ground shipped and patient will receive a tracking number via text.
13. Will the patient be able to access a bridge program or cash program?
  - a. No. There is no cash or bridge program.
14. What happens if an insurance plan mandates the patient go to their mail order Pharmacy?
  - a. If insurance or patient mandated, PhilRx will triage prescription to mandated Pharmacy, after completing the initial paperwork through CMM.
15. What will the process be for “paper prescription” accounts?
  - a. Office can call or fax PhilRx directly to process prescription – the rest of the process will be identical to the normal process with CMM reach out and cadence.

16. What will the escalation/feedback process look like internally?
- a. RSMs can escalate issue on their dashboard with the “Ask Phil” button
17. Will offices have an opportunity to pick a specific pharmacy in the network?
- a. No - It will be filled through PhilRx and sent to a specific pharmacy within the PhilRx network, unless there is a plan mandated pharmacy. PhilRx has over 100 partner pharmacies. PhilRx will be the active pharmacy. Over 90% chose to have it mailed to their homes. 7 Pharmacies will be used for the \$89.
18. What will the \$89 denial coupon communication look like to the patient?
- a. There is no coupon. All processing is done through patient communication (text) from PhilRx. If PA is denied, patient will get a text to click in and see price (either copay card price or denied \$89 price), they input credit card information, confirm shipping address and they will get a tracking number once it ships.
19. How much of the PA will be filled out when sent back to the office? Will it literally just be hitting submit?
- a. Dependent on plan PA form – if all required information is sent with Prescription, the office should only have to review for accuracy and submit.
20. Will prescription delivery be free for the patient or will it be dependent on the Pharmacy used?
- a. Free
21. When are we telling Physicians and staff that ScriptHero™ is going away?
- a. Program available through December 31<sup>st</sup> 2023. The transition plan will be announced in the fall.
22. What happens if the patient doesn't want the \$89.00 option, what is next in the Process?
- a. Patient would contact HCP for alternative medication

23. Will PhilRx sign patients up for automatic refills?
- a. Yes – they will contact the patient 1 week prior to expected dispense, and they can also sign up for automatic refills.
24. Will Materials be direct shipped?
- a. Yes and then available in My Rep Center.
25. Will the prescriber need to do anything different with CoverMyMeds®?
- a. No. They will use CMM as they normally do. No added steps!
26. What are the numbers the patient will receive a text from PhilRx?
- a. 744-579
  - b. 855-977-0975