

Answers to Your Questions

When Should I Order My Refills?

Please remember to reorder your medications at least 14 days before your supply runs out to allow for processing and delivery of your order.

How Do I Determine the Copayment Amount I Should Include with My Order?

Check your benefit information and, if you still have questions, call the Catalyst Rx Member Services Department at the telephone number listed on your Culinary identification (ID) card. Representatives are available 24 hours a day, seven days a week to assist you.

What About Generic vs. Brand-Name Drugs?

Generic medications not only cost less, but are identical to their brand-name counterparts in dosage, safety, strength, route of administration, quality, performance characteristics and intended use. Only generic drugs rated highest by the U.S. Food and Drug Administration will be used to fill your order.

Find More Ways to Save

If you are taking other medications and would like to find out if you could be paying less, consider the following options:

- Ask your doctor about generic medications. Research shows that you can save an average of 30 to 80 percent when you fill your prescription with a generic instead of a brand-name medication.**
- Visit the *Catalyst Price & Save*SM online drug pricing tool at www.catalystrx.com. The tool allows you to compare the costs of brand-name drugs to generics as well as compare the costs of purchasing your medications at a retail pharmacy versus mail service.
- Print a copy of your *Preferred Drug List* and take it to your doctor's office. Using medications on this list may save you money.

Tools for Better Health

The Catalyst Rx website offers easy-to-use online tools that can help you become a more informed health care consumer. Visit www.catalystrx.com to:

- View your prescription history online.
- Find your copayment information.
- Check what's covered under your health plan.
- Review information on specific drugs including common uses, precautions, side effects and warnings.

**Generic Pharmaceutical Association website: www.gphaonline.org.

Welcome to Your Mail Service Program



Catalyst Mail
Toll-Free: 1-866-814-7105

Savings Delivered to Your DoorSM

At Catalyst Rx, our goal is to help you successfully follow your doctor's medication treatment plan, while saving you time and trips to the pharmacy. By taking your medications as prescribed, you are one step closer to your goal of improved health outcomes and a better quality of life.

To ensure that these goals are met, Catalyst Rx offers Catalyst Mail, a convenient, quality-focused and easy-to-use prescription mail service program. In addition to providing savings delivered to your door, Catalyst Mail ensures that your medications are always mailed directly to your home in a confidential and secure manner.

Benefits of Using Catalyst Mail

Quality Medications. Registered pharmacists dispense and validate each order.

Safety and Accuracy. Potential drug allergies and interactions are checked against your comprehensive health profile on record.

Cost Savings. A single copayment for a 60-day supply of medication through Catalyst Mail typically costs less than multiple copayments of the same quantity of medication dispensed at a retail pharmacy. Check with your plan for more details.

Convenient, Free Shipping. Medications are mailed to your door at NO ADDITIONAL COST. Orders are mailed promptly and shipped in confidential, protective packaging.

Time Saver. Your 60-day supply of medication will help you avoid unnecessary trips to a retail pharmacy.

Helpful, Friendly Agents. A dedicated team of agents are readily available toll-free to take your call and are specially trained to answer your questions.

Steps to Start Saving with Catalyst Mail

- 1. Complete the confidential *Catalyst Mail Order Form*** and return it in the yellow business reply envelope. This form, as well as your doctor's original written prescription, should be included with your first order through Catalyst Mail. You can choose to register a credit card or ask to be billed for your medications. Remember to complete Step 2 before requesting your first prescription.
- 2. Complete the *Catalyst Mail Health, Allergy and Medication Questionnaire*** and return it in the white business reply envelope labeled "HMQ." This form is required and must be completed the first time you use Catalyst Mail and any time you have a change in health status or medication history. Please be sure to indicate any non-prescription (over-the-counter) medications you may be taking.
- 3. Receiving your medication.** Allow at least **14 days** from the time Catalyst Mail receives your request to allow for shipping and delivery of your prescriptions. You can request express delivery for an additional charge.
- 4. Requesting refills.** When it is time for a refill, you can:
 - Order online at www.catalystrx.com via the *Mail Service* link;
 - Call Catalyst Mail toll-free at **1-866-814-7105**; or
 - Complete and return the refill form included with your order.

Other Important Information

- If you are currently taking a medication to treat an ongoing health condition, ask your doctor to write two prescriptions, one for a sufficient supply of medication to be filled at a local pharmacy to cover your immediate needs AND one for a 60-day supply (plus refills of up to one year, if appropriate) to begin using the mail service pharmacy.
 - If you are taking a brand-name drug, ask your physician about generic alternatives so that you can receive the most value from your pharmacy benefit.
- Write your Culinary participant ID number on the back of each prescription.
- Include your copayment amount. Accepted forms of payment include major credit cards (*American Express, Diners, Discover, MasterCard or Visa*), personal check, e-check and money order. Please do not send cash.
- Refer to the telephone number on your Culinary ID card if you have any questions about payment.
- Mail your prescription(s) and completed forms using the pre-addressed Catalyst Mail envelopes.
- Your prescription(s) will typically be delivered within 14 days of receipt of your order. Standard shipping is free.