

## Cost Relief frequently asked questions

### What is Cost Relief?

The Cost Relief program allows you to get select specialty medicine at no cost to you. That means \$0 copay<sup>1</sup> for medicine when you fill a prescription with IngenioRx Specialty Pharmacy®\*. Cost Relief works with manufacturers to get copay assistance<sup>2</sup> and will take care of enrollment and renewals for you. Even if there's no copay assistance available for your medicine, your cost will be \$0 out of pocket. You will still need to call a Cost Relief representative to finish enrolling and have a \$0 out-of-pocket cost.

### What is manufacturer-sponsored copay assistance?

Manufacturer-sponsored copay assistance is a discount that manufacturers offer to people so they can save money on their medicine. The copay assistance (sometimes in the form of a debit/copay card) can be used to lower out-of-pocket costs for people who are eligible.

### What happens when I enroll in a copay assistance program?

A Cost Relief representative will put the details of your copay assistance on file. Then, the copay assistance will be applied toward your share of the cost of your medication for your future prescription fills.

### What prescription drugs are offered with copay assistance?

Copay assistance is available for a number of specialty prescription drugs. A Cost Relief representative will be able to tell you if your medicine has a copay assistance program.

### Why will copay assistance support no longer be contributed toward my accumulator totals (such as the deductible and maximum out of pocket)?

Deductibles are set as a way to share costs with your plan sponsor. The maximum out of pocket (MOOP) amount is the most you will pay during a plan year. The financial assistance from the copay assistance does not reflect the amounts paid out of your pocket for your prescriptions. Deductibles and MOOPs reflect actual costs only; they do not reflect third-party assistance through a copay card.

### Do I need to use the Cost Relief program?

No, you don't need to participate in the Cost Relief program. We strongly encourage that you enroll to help lower your copay cost for your speciality medications.

If you do not want to enroll in the program, or if you do not confirm that you're enrolled in any copay assistance that's required by a manufacturer, you will need to pay up to 45% coinsurance of your specialty medicine that are eligible for Cost Relief, depending on your plan.

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### How do I get specialty copay assistance and make sure it is applied when I fill a prescription?

When the pharmacy receives and processes a new prescription for you, they will reach out to you to sign you up and confirm your \$0 out-of-pocket cost for select specialty medicine.

### Is there a deadline to enroll in the Cost Relief Program?

No, even if you choose not to enroll in the program at first, you can contact a Cost Relief representative to enroll at any time. Only those prescriptions you fill after you enroll in Cost Relief will be at a \$0 copay, so we recommend you sign up before your next fill.

### What if my medication requires prior authorization?

You need to go through the usual prior authorization or preapproval (PA) and any appeals process before your health plan will cover for your medicine. While your PA is in review, you can confirm enrollment in Cost Relief. If your medicine is not approved, your doctor may prescribe a different one for you. If you change to a new eligible drug, you will need to call a Cost Relief representative to make sure it's enrolled in the Cost Relief program.

### Can I enroll my dependent?

Yes, a parent or legal guardian can enroll a minor dependent.

### What if I start a different specialty medicine?

If you start a new specialty medicine, a Cost Relief representative will contact you to start any copay assistance available for it, or you can call us at 877-638-4008.

### Whom can I contact if I have questions about Cost Relief?

Cost Relief offers you direct support. Specially trained customer care advocates are available Monday through Friday, from 8 a.m. to 8 p.m. ET at 877-638-4008. Spanish-speaking advocates and language services are available.

\*Your plan may offer the Cost Relief program through additional specialty pharmacies. Call a Cost Relief representative or the number on the back of your ID card for more information.

1. Copay, copayment, or coinsurance is the amount you need to pay for a prescription under your plan. It may be a percentage of the prescription price, a fixed amount, or other charge.
2. Eligibility for third-party copay assistance program depends on the terms and conditions required by that program and can change. Copay assistance programs may not be used with any government payor plan.