

Cost Relief program for specialty medicine

Frequently asked questions

What is Cost Relief?

Cost Relief is a program that offers you select specialty medicines at no cost to you. That means \$0 copay when you fill a prescription with CarelonRx Specialty Pharmacy®.^{1,2}

How does the program work?

Once you complete your enrollment in Cost Relief, we work with drug manufacturers to sign you up for manufacturer copay assistance³, which provides savings on your specialty medicines. We apply the savings to your claims and also renew the manufacturer copay assistance for you. Even if a manufacturer does not offer copay assistance for your medicine(s) eligible for Cost Relief, your cost will be \$0 out of pocket if you're enrolled in the Cost Relief program.

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

Any amount paid by manufacturer copay assistance will not count toward your deductible and out-of-pocket maximums. This may be a change to how your specialty prescription claims have been handled in the past.

What prescription drugs are offered through copay assistance?

Copay assistance programs include hundreds of specialty prescription drugs. Call a Cost Relief representative at **877-638-4008** to find out if your medicine is eligible and to complete your enrollment in Cost Relief. Once you're enrolled, your cost will be \$0 out of pocket even if manufacturer copay assistance is not available for your medicine(s) eligible for Cost Relief.

Why will copay assistance no longer count toward my deductible and out-of-pocket maximum?

Typically, the amounts you pay apply toward your deductible and out-of-pocket maximum. With enrollment in Cost Relief, you won't be paying any share of the costs for your eligible specialty medicines so there will be \$0 applied to your deductible and out-of-pocket maximums. Any money paid by manufacturer copay assistance will not count toward them either.

Do I have to use the Cost Relief program?

No, you are not required to participate in the Cost Relief program. However, if you would like to pay less for your specialty medications, we strongly encourage you to complete your enrollment.

If you choose not to complete your enrollment in Cost Relief, you may have to pay up to 45% of the cost of your medicines if it is included in the Cost Relief program.

What if my specialty medication requires preapproval?

You will need to complete the usual preapproval process before your health plan will cover your specialty medicine. While your request is being reviewed, you can enroll in Cost Relief so you're ready once the medicine is approved. If your medicine is not approved, your doctor may be able to prescribe a different one. If you switch to a new eligible drug, a Cost Relief representative will contact you to confirm your \$0 out-of-pocket cost.

How will I know if I get copay assistance when I fill a new prescription or start a different specialty medicine?

If you change or start a new specialty medication, a Cost Relief representative will contact you about any available copay assistance and confirm your \$0 out-of-pocket cost. You can also call us at **877-638-4008**. Even if manufacturer copay assistance is not available for your medicine(s) eligible for Cost Relief, your cost will be \$0 out of pocket if you're enrolled in the program.

Can I enroll my dependent?

Yes, if your dependent is age 17 or younger and on your pharmacy plan, you can enroll them in the program. Adult dependents on your plan, ages 18 and older, can sign up by calling **877-638-4008**.

Is there a deadline to sign up for Cost Relief?

No. You can enroll at any time, but only eligible prescriptions filled after you sign up for Cost Relief will have a \$0 out-of-pocket cost.

Do I have to reenroll each year?

No, if you renew in a plan that includes Cost Relief you will not need to reenroll each year.

What if I have more questions?

Our specially trained Cost Relief representatives are here to answer your questions. Call **877-638-4008** Monday through Friday, from 8 a.m. to 8 p.m. Eastern time. If you speak a language other than English, language assistance services are available at no extra charge (TTY: 711).

1 Your plan may offer the Cost Relief program through additional specialty pharmacies. Call Pharmacy Member Services at the number on your ID card for more information.

2 Copay and cost share (coinsurance) are the amounts you pay out of pocket for a prescription medicine under your plan. They may be a fixed amount, a percentage of the prescription price, or other charge.

3 Eligibility for third-party copay assistance programs 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.