



MULTI-CHOICE PRESCRIPTION BENEFIT

FREQUENTLY ASKED QUESTIONS

How can I get prescriptions if my health coverage was just approved, and I haven't received my ID cards?

We can assist you with purchasing your prescriptions at a Kaiser Permanente pharmacy once you have received your Temporary Identification and contacted Customer Service for your Health Record Number. You may also purchase your prescriptions at any other licensed pharmacy, and once you've received your ID cards you can file a claim for reimbursement by calling MedImpact at **1-800-788-2949** for a pharmacy claim form.

What if a PPO Provider pharmacy says they do not accept Kaiser Permanente or they do not participate in the MedImpact Pharmacy Network?

If you've presented your MedImpact ID card and the pharmacy questions or denies their participation, please call the MedImpact phone number listed on the back of the card. MedImpact will work with you and the pharmacy to verify participation.

What if a PPO Provider (PHCS Network) or a Non-participating Provider writes a prescription?

Whether a PPO Provider or a Non-participating Provider writes a prescription, members can have their prescriptions filled at any of the following three types of pharmacies. The out-of-pocket cost will vary depending on the pharmacy chosen and the drug prescribed.

- Select Provider pharmacies—Kaiser Permanente medical center pharmacies

- PPO Provider pharmacies—a network (MedImpact) of hundreds of participating pharmacies (e.g. Rite Aid, Kroger, Publix, Walgreens, Target, Wal-Mart). For a complete list of PPO Provider pharmacies or for questions about the coverage level for a specific drug provided by PPO pharmacies, contact MedImpact at **1-800-788-2949** or visit **medimpact.com** (choose the National Formulary – Medicare).

- Non-participating Provider pharmacies—Prescriptions can be filled at any other licensed pharmacy. Members may have to pay full price for the medication and submit a claim form for reimbursement.

If a PPO or Non-participating Provider prescribes a drug that is not on the Kaiser Permanente preferred drug list, will it be covered at a Kaiser Permanente medical center pharmacy?

Yes. Drugs that are not on our preferred drug list (formulary) will be covered under your Select Provider level benefits when you fill them at a Kaiser Permanente pharmacy. Keep in mind that drugs not on our preferred drug list may not always be available at our medical centers, but they can be ordered and usually received by the next business day. If the drug is available, you will pay the copayment for Non-preferred drugs.



MULTI-CHOICE PRESCRIPTION BENEFIT

FREQUENTLY ASKED QUESTIONS

Can I continue to get prescriptions filled at my current pharmacy?

Yes, you can have your prescriptions filled at any licensed pharmacy. Like your doctor choices, the pharmacy you choose will affect your out-of-pocket costs. To keep your costs at their lowest, take advantage of Kaiser Permanente medical center pharmacies where your copays may be lower.

When are Kaiser Permanente medical center pharmacies open?

Kaiser Permanente medical center pharmacies are open weekdays, with evening and weekend hours at certain facilities. Hours vary by location, so please see kp.org/facilities for more information.



How do I transfer a prescription to Kaiser Permanente or a PPO Provider pharmacy (MedImpact Pharmacy Network)?

Simply tell the pharmacist at the Kaiser Permanente pharmacy or the PPO Provider pharmacy (MedImpact Pharmacy Network) that you would like to transfer a prescription. Give the pharmacist the name and phone number of your previous pharmacy, as well as the prescription number from the drug label, and the pharmacist will do the rest.

Does Kaiser Permanente offer a 90 day mail order benefit for prescriptions?

Yes. If a member has previously filled a prescription at one of our Kaiser Permanente medical center pharmacies, they can enjoy the time-saving convenience of refilling their prescriptions online or by phone and having them mailed to their home with free shipping. Mail ordered medications should arrive within 3 to 5 business days. Please note that not all prescriptions are eligible for the mail order benefit.

To order prescription refills online: kp.org/rxrefill
To order by phone: (770) 434-2008