



Mandatory Prescription Programs: *United College Employees of FIT*

2019

As part of your prescription drug benefit plan through **United College Employees of FIT**, you are required to use ProAct's mail order pharmacy for all maintenance medications and ProAct's specialty drug pharmacy for all specialty medications.

MAIL ORDER PROGRAM

Maintenance prescriptions are medications you take every day for an indefinite period of time. Each mail order maintenance medication can be filled up to a 90 day supply.

Frequently Asked Questions:

▲ How do I get started?

To enroll in the mandatory ProAct mail order program, simply call 877-635-9545 to speak to a Customer Service Representative. They will assist you in setting up a patient profile including a payment method. You may set up automatic billing to a credit card of your choice.

▲ How long will it take for me to receive my medication(s)?

You can expect to receive your medication(s) within 7-10 business days after we have received the order.

▲ What if I am not home to receive my medication(s)?

If your medication(s) are being sent USPS (non-refrigerated medication), they will be delivered to your mailbox just like normal mail.

If you are receiving a controlled substance, a signature will be required in order for the medication to be left at your home. Members can provide us with an alternate address in which to ship the medication, where they know someone is present to sign for it.

If you are leaving your residence for an extended period of time, simply provide us with an

alternate address or one time use address in which to ship your medications.

▲ What if my medication needs to be refrigerated?

If your medication requires refrigeration, our team will call you to schedule the delivery at a time when you will be home. Your medication is packaged with special ice packs and ventilation that can last up to 48 hours. All refrigerated medication is delivered UPS Overnight to ensure the integrity of the medication.

▲ Do I need to call every 90 days to make sure my prescription is filled and being mailed?

You have the option of utilizing our Automatic Refill Program. This will push any prescription(s) with remaining refills into process 10 days before they are due to fill.

If you have a prescription that is enrolled on the program, but there are no refills remaining, the system will automatically send a refill renewal request to your doctor. We strongly encourage you to reach out to your doctor as well to inform them you are out of refills in order to avoid any possible interruptions. Prescriptions for controlled substances are excluded from renewal requests.

You can also utilize our website or automated phone system to call in your prescription(s) up to 21 days in advance to ensure timely delivery of your medications.

SPECIALTY DRUG PROGRAM

Noble Health Services, Inc., provides specialty disease management for patients suffering from complex and chronic conditions.

▲ Care Teams

Upon enrollment, you will be assigned your own Care Team that will provide you information and guidance based on your specific condition.

▲ Clinical Management Program

As an enrolled patient, you will receive direct access to disease-trained pharmacists and nurses 24/7/365.

▲ Free Ancillary Supplies

Supplies such as sharps containers, syringes, alcohol swabs, and bandages are included with your order.

▲ Benefits and Copay Assistance Investigations

These investigations ensure that we fill your prescription at the lowest co-pay and out-of-pocket cost available.

▲ Fast Delivery

We will ship packages for next day delivery to your home, physician's office, or place of business. We also offer same day delivery in some areas of Upstate New York. Local members may pick up specialty medications at our facility in Syracuse, New York.

▲ Advanced Shipping Logistics

Our logistics program helps ensure that your medication remains stable and secure in transit and arrives on time, every time.

▲ Online Ordering

Our system is highly secure and can be accessed at www.NobleHealthServices.com.