



# imagine360Rx

# Welcome to Imagine360Rx



We understand the importance of your medications in staying as healthy as possible and want to make it easy for you to get the most value from your pharmacy benefits and the lowest price for your prescriptions. We're here for you!

- Visit [miBenefits.imagine360.com](http://miBenefits.imagine360.com) and click on **Imagine360Rx** to find self-service and digital tools
- Call our Service Team anytime, 24/7/365

## **A few simple steps will help you make the most of your pharmacy benefits.**

- Choose a network pharmacy to get the lowest price on prescriptions, with no need to submit a paper claim.
- Check your formulary to see if a generic or another drug is available that costs less.
- Use generics when possible. In most instances, a generic will be the lowest cost to you.
- Use the price tool to compare costs for your medications at different pharmacies.
- Review your pharmacy plan to better understand prior authorization, step therapy, quantity limits, and other programs that may be in place to help you get the right medication at the best possible price.
- Choose a 90-day prescription for medications you take on an ongoing basis. Check your plan to find a designated pharmacy that can fill a 90-day prescription. In some cases, this may be a home delivery pharmacy.



### **Contact Us Any Time**

We are available 24/7/365 to answer your questions and provide information.

Call us **at the number on your Benefits ID card.**



Visit [miBenefits.imagine360.com](http://miBenefits.imagine360.com) and click on **Imagine360Rx** for tools and information that make it easy to find information about your prescriptions and pharmacy benefits.

\*Imagine360Rx is an integrated pharmacy solution powered by a licensed PBM partner.

**We're here to help. Call the number on your Benefits ID card.**

Mon - Thurs: 7 a.m. - 9 p.m. CT | Fri: 7 a.m. - 7 p.m. CT



# imagine360

# Frequently Asked Questions

## For Members



### Understanding My Benefits

#### Who is Imagine360Rx?

Imagine360Rx was selected by your health plan to manage your pharmacy benefits. We understand the importance of your medications in staying as healthy as possible and want to make it easy for you to get the most value from your pharmacy benefits and the lowest price for your prescriptions.

\*Imagine360Rx is an integrated pharmacy solution powered by a licensed PBM partner.

#### Who Can Help Me with Questions about My Pharmacy Benefits or Prescriptions?

The Imagine360Rx service team is here around the clock to answer questions and provide the support you need. Call the number on your Benefits ID card.



### Filling Prescriptions

#### What is the FirstChoice™ Network?

This national pharmacy network includes 65,000+ pharmacies that have contracted to provide drugs and related supplies at preferred rates. You will generally save money by using a network pharmacy. The network includes national, regional and community pharmacies.

You can search for a network pharmacy using the Pharmacy Locator tool. Visit [miBenefits.imagine360.com](http://miBenefits.imagine360.com), click on Imagine360Rx and then select Pharmacy Locator. You can narrow your search using your zip code and setting the search radius.

#### What is a Specialty Drug?

Specialty medications are biologic drugs used to treat complex, ongoing conditions. They generally cost more and you may have a higher out-of-pocket cost for specialty drugs.

#### Can I Order my Prescriptions by Mail?

Under many benefit plans, you can choose a mail order pharmacy for medications you take on an ongoing basis. If you and your prescriber decide that a 90-day supply is right for you, visit [miBenefits.imagine360.com](http://miBenefits.imagine360.com), click on Imagine360Rx and select Mail Order.

# Frequently Asked Questions For Members



## Getting the Right Medication at the Best Price

### What is a Prior Authorization (PA)?

Sometimes, when a patient is prescribed a specific medication for a complex condition, a prior authorization is required. When multiple medications can treat the same condition Imagine360Rx will work with your doctor to ensure a cost-effective drug is selected. Prior authorization helps:

- Ensure that the prescribed medication is approved by the FDA to treat your condition.
- Determine if another drug should be tried first, before a more costly drug.

Once the PA is submitted by your doctor, Imagine360Rx quickly evaluates the information and will determine if it is approved under your pharmacy plan. If a drug is denied for coverage, you and your doctor have the option to appeal the decision.

### What is the Prior Authorization (PA) Appeal Form?

To file an appeal for denied coverage of a specific drug, your prescriber will need to complete the PA Appeal form and submit it to Imagine360Rx with clinical documentation. The PA Appeal form is located on the Member Center.

### How Do I Find Out if a Prior Authorization is Required for my Medication?

Imagine360Rx wants to make it easy for you to know which drugs require PA approval. You can look up this information using the Medication Search capability in your Member Portal and also on the Your Company Page. Visit [Imagine360Rx.com/members](http://Imagine360Rx.com/members) to reach these tools. If a prior authorization is required, you will notice "PA" under the column labeled "Coverage Restrictions."

## Self-Service Tools

### Does Imagine360Rx Have a Member Portal?

Yes. Making sure that you can find the information you need to manage your prescriptions and your pharmacy benefits is important. We have a variety of digital tools to make it easy. To get started, go to [miBenefits.imagine360.com](http://miBenefits.imagine360.com) and click on Imagine360Rx.

24/7 access to your health benefits: [miBenefits.imagine360.com](http://miBenefits.imagine360.com)

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