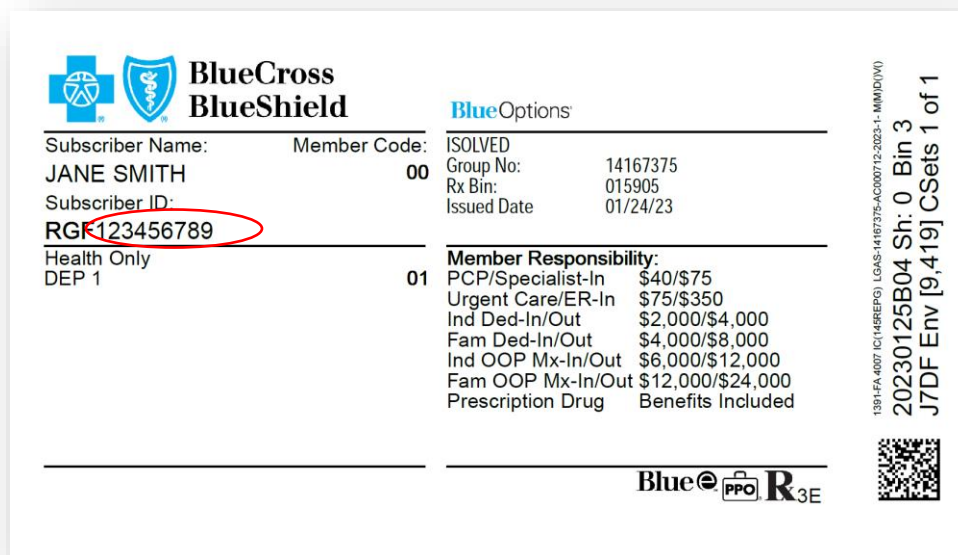


## Drex Prescription Benefits Frequently Asked Questions

### [Drex Website Portal](#)

**Q: Why am I not able to log in or connect my prescription benefits account on Drex's website portal?**

**A:** It is important to note that the ID number should only include the numeric portion of what is indicated on your ID card, you'll want to exclude the 3-digit alpha-prefix (RGF). See example ID card below, with ID number circled in red:



As a recap, below are step by step instructions to create an account and link your membership:

- STEP 1:** Go to [www.drex.com](http://www.drex.com) on your PC or mobile device and select "Enroll Now"
- STEP 2:** Enter and confirm your email, address, password, phone number, and zip code, then select "I have a membership card from my employer or primary subscriber"
- STEP 3:** Select "Create Account" - an automated email will be sent to you to validate your email.
- STEP 4:** Click the link in the email to validate and login to Drex with the email and password you registered.
- STEP 5:** Enter your prescription Member ID from your card. This is the 9-digit number on the front of your medical/Rx ID card, excluding the 3-digit alpha prefix.
- STEP 6:** Verify your last name, date of birth, and zip code.
- STEP 7:** Select "Link" and you are all set!

**Q. How can I view information about prescription prices and covered medications?**

A. In order to see specific pharmacy pricing, you'll need to login to your Drex Prescription user account. One of the most powerful features of Drex Prescription is the Drug Search functionality. This feature will not only allow you to search for your prescription medication and find the best price, but it also does a lot more:

**Your Copay:** Drex Prescription Drug Search knows your copay prior to going to the pharmacy.

**Your Location:** With your address on file with Drex Prescription, or you allow location services in your browser, Drug Search will automatically provide you with results in your area. This allows you to easily find the best price for you at home, work, or when traveling.

**Pharmacy Prices:** Drex Prescription will show you all of the results in your area and provide you with recommendations based on the combination of price and distance. The choice is yours!

**Drug Equivalents:** Maximizing your savings is what Drex Prescription does best. If there is a generic drug alternative available, Drex Prescription will suggest it for you! If you need the specific brand, you have the option to select that in the "Drug Type" menu on the search results page.

**Multiple avenues to fill a prescription:** Drex Prescription lets you see if there are coupons, mail order options, or other ways to fill your prescription.

Familiarize yourself with the Drex Prescription's prescription formulary, which lists covered medications. You can find this information on their website, app, or by contacting Drex Prescription customer service at 844-728-3479.

## Eligibility & ID Cards

**Q: What if my pharmacy states my or my dependent's coverage with Drex Prescription is inactive?**

A: It is important that you ensure your pharmacy has your current 2024 healthcare ID card, which includes the Drex Prescription information on the back, to avoid any disruptions in accessing your prescriptions. Although the 2023 and 2024 cards look very similar, the 2024 cards reflect Drex Prescription's information that your pharmacy will need run your prescription.

If your pharmacy is stating that you are not covered or they are unable to validate your insurance, and you've verified they are using the 2024 ID card, please have them call Drex Prescription directly at 844-728-3479. Drex Prescription Customer Service can confirm eligibility and is available Monday through Friday 6:00am - 6:00pm MST, Saturdays 9:00am - 1:00pm MST.

If unable to resolve directly with Drex Prescription, please reach to the isolved Benefits Team at Acrisure via email: [isolvedeebenefits@filice.com](mailto:isolvedeebenefits@filice.com) or by calling 1-855-577-0150.

**Q: What if I did not receive a new ID card for 2024?**

A: All isolved employees enrolled in Medical/Prescription coverage for 2024 should have received new ID cards from Blue Cross Blue Shield of North Carolina in December. Your new ID cards reflect both medical and prescription details and have been updated to include the pertinent information for Drex Prescription that your pharmacy will need. If you did not receive a new ID card, you can login to [www.blueconnectnc.com](http://www.blueconnectnc.com) to access digital ID cards and/or order new physical cards. These new cards have Drex Prescription noted on the back.

You also have the ability to print a digital prescription ID card from the Drexii website, once logged into your account by clicking the green “Generate” button indicated under Member Card URL and You can download the PDF file directly to your computer/device.

Member Card URL:

Generate

## Claim Denials/Pre-Authorizations

### **Q. Why was my prescription claim denied or not covered?**

A. You have access to review your prescription claim details, including claim denial reasons, on the Drexii website portal, or you can call Drexii at 844-728-3479 to obtain further details. The most common denials are below:

**Pre-authorization is required:** If pre-authorization is required and your claim was denied, your provider can submit the [PA form](#) to Drexii and it will be reviewed with 24-48 hours typically. Once approved, your pharmacy can re-run the prescription.

**Step-Therapy/Brand Medication Not Covered:** There are going to be instances where prescriptions will reject due to a lower cost or generic alternative being available. If your provider determines that a particular brand medication is needed over a generic, they can substantiate via the Pre-Authorization process.

**Quantity Limit Exceeded:** If your claim is denied due to quantity limit, your pharmacy should reach out to Drexii at 844-728-3479 and Drexii can advise on the day supply/quantity that the claim will process for.

### **Q. If I had Pre-Authorization approved for my medication under our previous PBM, does it need to be Pre-Authorized again by Drexii?**

A. Yes, if your medication requires pre-authorization, you will need to have your prescriber initiate the process with Drexii. The pre-authorization form can be found [here](#) or you can call Drexii for assistance at 844-728-3479.

If your claim has been denied by Drexii for Pre-Authorization being needed and you had previously received authorization under BCBSNC/Prime Therapeutics, contact Drexii. Drexii will allow a one-time temporary override for 90 days to allow the prescription without pre-authorization. However, once the 90 day override has expired, your provider will need to resume the normal pre-authorization request process to continue the medication beyond 3/31/2024.

## Amazon Pharmacy

### **Q. Can I continue to use Amazon Pharmacy?**

A. Yes, you can continue to fill your prescriptions at the same pharmacy you have been using, including Amazon Pharmacy. You will need to ensure your Amazon Pharmacy account is updated to reflect your



new Drex insurance information. You can update your insurance information in Amazon Pharmacy from **Login and security** in the Account settings.

**Q. Why does Amazon Pharmacy show my insurance is not valid when I'm updating my account?**

A. You'll want to ensure that your prescription insurance information has been entered correctly. Below is the information you'll need to update your account.

**Member ID:** This is the 9-digit number on the front of your card. Do not include the 3-digit alpha-prefix. You also do not need to include your 2-digit suffix/member code.

**RxBIN:** 018448

**RxPCN:** 66202303

**RxGroup:** 14167375

Deductible

**Q. Is my prescription deductible separate from my medical deductible?**

A. The medical and prescription deductibles are combined, not separate. The plan summary below reflects the current 2024 deductibles for each plan.

Plan Features	\$4,000 HSA Base Plan	\$2,000 HSA Buy-Up Plan	PPO Plan
	In-Network*	In-Network*	In-Network*
Calendar Year Deductible	Embedded***	Non-Embedded**	Embedded***
Individual	\$4,000	\$2,000	\$2,000
Family Member	\$4,000	\$4,000	\$2,000
Family	\$8,000	\$4,000	\$4,000

Support

**Q. Who can I contact for support?**

A. You have access to a dedicated isolved Benefits Team at Acisure that is available to assist you with any questions/issues, whether related to Drex or any other benefit.

The isolved Benefits Team at Acisure can be reached via email: [isolvedeebenefits@filice.com](mailto:isolvedeebenefits@filice.com) or by calling 1-855-577-0150