
For employees and retirees insured through Network Blue New England, Medex with OBRA 90, Tufts Health Plan EPO or POS, or Harvard Pilgrim EPO (HMO), PPO, or Medicare Enhanced health plans

What is the purpose of the *myMedicationAdvisor*[®] Program?

The *myMedicationAdvisor*[®] Program promotes the safe, appropriate, and cost-effective use of medications. We hope that you will use the program in two ways:

- 1) as an educational resource for information about wise medication use and medication safety, including tips for being safe with over-the-counter as well as prescription medication products, and
- 2) as a buying guide to save money on selected regularly used maintenance prescription medications that are included in the program.

What if I don't use a computer?

Even if you don't own a computer, there are many places where computers are available for your use, such as your public library. You may want to consider making use of a computer to access all the information about medications and medication safety that is available at **www.myMedicationAdvisor.com**. However, even if you don't use a computer, you can still use many of the *myMedicationAdvisor*[®] Program's safety features, including *Ask-a-Pharmacist* and the *Medication Error Risk Profile*, and you can still participate in the *myMedicationAdvisor*[®] Savings and Rewards Program to save money on selected medications. If you would like to use the *Medication Error Risk Profile* or arrange a telephone consultation with the pharmacist, contact the *myMedicationAdvisor*[®] HelpLine by calling (800) 643-8028 (or in Rhode Island (401) 467-3113). HelpLine hours are Monday through Thursday 8:00 AM - 6:00 PM, Friday 8:00 AM - 5:00 PM.

What if I don't take any prescription medications?

Even if neither you nor your covered dependent(s) are currently taking any prescription medications, you can still learn a lot of useful information by reading sections of the *myMedicationAdvisor*[®] web site (**www.myMedicationAdvisor.com**). Maybe you or someone you care about will start taking a medication in the future. Perhaps you would benefit from learning more about the safety concerns associated with over-the-counter medications, such as cold medicines, aspirin or other pain relievers, herbal remedies, or dietary supplements, which are routinely used by many families.

And, you don't need to be taking any prescription medications to complete a *Medication Record*, which includes information about over-the-counter remedies and medication allergies, or to assess your *Medication Error Risk Profile*, which addresses tips for safe medication use in the future as well as providing feedback about the safety of your non-prescription medication usage.

What are “maintenance” medicines?

Maintenance medications are taken regularly for a long period of time. These medications usually treat or manage a chronic (ongoing) condition such as diabetes, high blood pressure, and high cholesterol. Only maintenance medications are available from CanaRx.

Which medicines are listed in the Medication List?

This is a list of frequently prescribed maintenance medicines that are available from CanaRx at a savings to you and to your employer through the West Suburban Health Group. **The Medication List is updated quarterly (every three months), so you should check the list every time your doctor gives you a new prescription for your maintenance medications.**

What if my medication is removed from the next quarter’s Medication List?

Once you order a medication from CanaRx from the Medication List during the quarter it is in effect, you will continue to receive the refills from CanaRx with no co-pay for the length of the original prescription (typically one year), even if that medication is not on future Medication Lists. However, when you need your doctor to renew the prescription, the medication must appear on the Medication List at that time.

Why are only some medications included in the *myMedicationAdvisor*® Buying Program?

The list of medications included in the *myMedicationAdvisor*® **Program** represents the most frequently used maintenance medications which are less expensive when purchased in Canada through CanaRx, the supplier chosen by the West Suburban Health Group. When you purchase your maintenance medications through the *myMedicationAdvisor*® **Program** from CanaRx, you will be purchasing 3-month supplies of medicine that you receive in the mail. Some medications are excluded because they are not appropriately purchased by mail: examples include medications that are taken for a short period of time such as antibiotics, medications that require special storage conditions to maintain their quality, or medications such as narcotics that are prohibited by law from being delivered by mail.

Why isn’t my medication on the Medication List?

If your medication is not on the list, it means that you and your employer are already getting the best available price at this time through your current suppliers. **The Medication List is updated quarterly (every three months), so you should check the list every time your doctor gives you a new prescription for your maintenance medications.** It is possible that your medication(s) may be added to the Medication List in these quarterly updates.

However, you can still save money by using the following strategies:

- Use generic medications whenever possible. Ask your doctor if switching from a brand name drug to a generic is right for you.
- If you don’t know whether your medication is a brand name, you can use *Drug Look-up* or *Ask-a-Pharmacist* to find out.

- Use the standard mail order service provided by your health plan for all your maintenance medications that are not on the Medication List.

Is there another way to save in addition to ordering from Canada, or if my medication isn't on the Medication List?

Yes, you have the opportunity for significant savings when you are able to switch from a brand name medication to a generic equivalent or alternative. Generic medications are required by law to be as safe and effective as brand name medications, and your doctor can tell you whether a lower cost generic medication is right for you.

How do I get refills for medications I purchase from CanaRx?

YOU DO NOT NEED TO DO ANYTHING, CanaRx will call you. Three to four weeks before your prescription runs out, CanaRx will call you to verify that you still want the prescription refilled. They will also ask if there have been any changes in your health, other medications, or mailing address. They will then send you the next 3-month refill. If they cannot reach you after trying three times at different times of day, they will send you a letter asking you to call them at their toll-free number in order to receive your refill. When you only have one refill left on your prescription, CanaRx will remind you of this both in the telephone call and in your medication shipment, so that you have more than enough time to obtain a new prescription from your doctor for the next 12-month supply. Also, you do not need to be concerned if your medication is removed from the Medication List after you have begun receiving it from CanaRx. Once you order a medication from the Medication List during the quarter it is in effect, you will continue to receive refills from CanaRx with no co-pay for the length of the original prescription (typically one year), even if that medication is not on future Medication Lists.

Why is the *Medication Record* required?

The *Medication Record* is only required for purchases from CanaRx. This step is an important safety feature for your protection. As you may have learned from reading other sections in the **myMedicationAdvisor**[®] web site:

- Buying all your medications at the same pharmacy and informing your pharmacist of all your prescription and over-the-counter medications, herbal remedies, and vitamin supplements is a good way to minimize your risk of medication errors or problems resulting from inappropriate combinations of drugs.
- The money-saving benefits of purchasing some of your medications from CanaRx can make using more than one pharmacy worthwhile. However, it is even more **important** to be sure that **all the pharmacists filling your prescriptions are aware of all the medicines you are taking** to ensure your medications are safe and appropriate.
- It is also important for your doctor(s) to have this information. It is a **good idea for you to give each of your doctors an updated copy of your *Medication Record*** to include with your other health care information.

- In some cases, you will be asked to provide additional identifying information not previously included on the *Medication Record*. This is required so the pharmacists reviewing your medication order can match your *Medication Record* with your prescriptions and pharmacy benefit plan and confirm your eligibility for benefits.

Can anyone with a *Medication Record* use the *myMedicationAdvisor*® Savings and Rewards program?

In order to use **Savings and Rewards** and purchase medications from CanaRx, you must be an eligible member (subscriber or covered dependent) of your employer's self-insured health plan through the West Suburban Health Group. This includes the Network Blue New England, Medex with OBRA 90, Tufts Health Plan EPO or POS, and Harvard Pilgrim EPO (HMO), PPO, or Medicare Enhanced health plans. While you are welcome and encouraged to use the *Medication Record* feature of the *myMedicationAdvisor*® web site to help manage the medications of anyone who might need assistance (for example, your parents or grandparents), the option to purchase medications from CanaRx only applies to prescriptions for individuals covered under your employer's health plan.

How are the savings accomplished?

The *myMedicationAdvisor*® **Program** helps you save money on selected maintenance medications in two ways:

- 1) You save money yourself because you receive free medications.
- 2) Your employer saves money because CanaRx charges lower fees for selected brand name, and occasionally generic, medications than any other source currently available to you.

How do I benefit from saving my employer money on pharmacy costs?

When you help your employer save money on medications, you are really helping yourself and your co-workers. Prescription medication costs are rising steeply and account for a large part of total health care costs. When your employer is able to reduce, or at least slow the rise in, medication costs, this does more than help manage the budget. The worry is that as health care costs continue to rise, all employers find it increasingly hard to continue providing the level of health insurance coverage you now have. This means that success in controlling medication and health care costs is to the benefit of both employers and employees.

What if I have other questions?

Many of your questions may be answered on the *myMedicationAdvisor*® web site (www.myMedicationAdvisor.com) or in the printed materials provided by your employer. If not, you can call the *myMedicationAdvisor*® HelpLine at (800) 643-8028 or in Rhode Island (401) 467-3113. HelpLine hours are Monday through Thursday 8:00 AM - 6:00 PM, Friday 8:00 AM - 5:00 PM.