DoctegrityRx
Your Pharmacy Benefit

Frequenly Asked Questions

Using Your Prescription Benefit

1. How do I use my prescription benefit?

Using your benefit is simple:

1. Have your physician send the prescription directly to your chosen pharmacy.
2. Present your Member ID card, including the BIN and PCN information.
3. The pharmacist will process the prescription through your benefit.
4. If the medication is covered under the applicable formulary, it will be processed according to your benefit.

2. Where can I use my prescription benefit?

Your benefit works at more than 65,000 pharmacies nationwide, including:

- Major chains such as CVS, Walgreens, Walmart, Kroger, Costco, and Rite Aid
- Many regional grocery store pharmacies
- Thousands of independent local pharmacies

If your preferred pharmacy is in-network, you can continue using that location. If it is not, you can switch to a nearby participating pharmacy.

3. Do I need to transfer my prescriptions to use the benefit?

- A physician does not need to take any additional action simply because you are using the Doctegrity Rx benefit.
- You can continue using your current pharmacy and present your Member ID, BIN, and PCN when filling your prescription. If the medication is covered under the applicable formulary, it will be processed according to your benefit.

4. How much do covered medications cost?

Covered medications are available at $0 to the member, subject to the program's formulary list.

5. Are there copays for covered medications?

Covered medications are $0 to the member.

6. Is there a limit on the amount of medication I can receive?

- There is no stated limit on the quantity of the supply, such as a 30-day versus 90-day supply.
- However, there is a $150 cap on an individual medication.

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Medication Coverage

7. What medications are covered under the Acute Rx program?

- The Acute Rx program provides access to over 700 covered medications at $0 to the member.
- Coverage is based on the Acute Rx formulary, and eligible prescriptions can be filled at participating pharmacies nationwide.

8. How do I check if my medication is covered?

- You can review the Acute Rx formulary to see which medications are included in your benefit.
- If you need assistance confirming coverage, please contact Doctegrity Member Services at (877) 342-5152 or memberservices@doctegrity.com.

9. Can I use my Acute Rx benefit for maintenance medications?

- The Acute Rx program is primarily designed for medications used to treat short-term illnesses and conditions. Coverage is determined by the Acute Rx formulary.
- If your medication is not covered, you can still present your Doctegrity Rx card at the pharmacy to see if a discount is available.

10. Does the Acute Rx program offer mail order?

Mail order is not currently available through the Acute Rx program. However, members can conveniently access their covered medications at over 65,000 participating pharmacies nationwide, with same-day pickup available.

11. Can I add dependents to my Acute Rx benefit?

Dependent enrollment is not currently available through the Acute Rx program. The benefit is designed for individual members, providing access to approximately 700 covered medications at $0.

Need Help?

12. Who should I contact if I have a question about my prescription benefit?

For questions or assistance with your Doctegrity Rx benefit, please contact the Doctegrity Member Services Team:

- Email: memberservices@doctegrity.com
- Phone: (877) 342-5152