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 medication cap.

5. Are there copays for covered medications?

Covered medications are $0 to the member, with the exception of insulin, which is available with a $10 copay.

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 per medication per month.

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7. Can dependents submit prescription requests?

- Yes. Eligible dependents can submit a prescription request using the dependent enrollment form: Dependent Enrollment Form Link
- After submitting the form, the dependent will receive an email and should become active within approximately 24 hours

Mail Order Program

8. What medications can I order through mail order?

- Covered medications included on the mail order formulary can be filled through the mail order program.
- Medications that are not covered under the applicable formulary are not eligible for mail order.

9. Can I request multiple medications in one submission?

No. Each medication must be submitted as a separate request.

10. Can I sign up for automatic refills?

Yes. Members have the option to sign up for Auto Refill for eligible prescriptions.

11. How long does it take for my prescription request to be processed?

- Doctegrity Rx typically initiates the prescription transfer process within 24 hours of receiving your request.
- If you have active refills remaining at your current pharmacy, Doctegrity Rx will contact the pharmacy to request the prescription transfer.
- Timing may vary depending on how quickly the originating pharmacy responds to the transfer request.

12. What if my prescription is currently at another pharmacy?

- If your current pharmacy has active refills remaining, Doctegrity Rx will initiate a transfer request with that pharmacy, typically within 24 hours of receiving your request.
- There may be some variability depending on how quickly the originating pharmacy responds. If the pharmacy is unable or unwilling to complete the transfer immediately, additional follow-up may be required.

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13. What if I don't have any refills remaining on my prescription?

If there are no refills remaining at your current pharmacy, Doctegrity Rx will use the physician information you provide to request a new prescription from your provider.
When completing the mail order form, please provide both your prescription information and physician information so the pharmacy can coordinate the request with your provider.

14. Do I need to contact my doctor myself?

- Typically, no.
- When submitting your request, you will provide your prescription and physician information. Once that information is received, the pharmacy will reach out to your physician as needed to coordinate the prescription.

15. What happens after I submit my mail order request?

Once your request is submitted:

1. Your member profile and prescription request are received.
2. Doctegrity Rx begins the prescription transfer or prescription request process.
3. The pharmacy processes the prescription once it is received.
4. If additional information is needed, you may be contacted.
5. You will be contacted to confirm your shipping address and shipping date.
6. If the prescription is received and processed before 2:00 PM CST, it may ship the same day. Otherwise, it will generally ship the next business day.

16. How long does it take to receive my medication?

- Doctegrity Rx typically initiates the prescription transfer request within 24 hours of receiving your submission.
- Once the prescription has been successfully received and processed, orders completed before 2:00 PM CST may ship the same day. Otherwise, they will generally ship the next business day.
- Actual delivery timing may vary depending on how quickly the prescription is transferred from the current pharmacy or obtained from the physician.

17. Where can my medications be shipped?

Eligible medications can be shipped to members in all 50 states.

18. Are there shipping charges?

Shipping charges were not specified in the information provided.
Contact Doctegrity Rx for confirmation regarding any applicable shipping costs.

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19. Are there fees after a certain number of shipments?
No. There are no additional fees based on the number of shipments.

20. How will Doctegrity Rx contact me about my prescription?
Members can choose their preferred communication method, including phone, email, or text.

21. Can controlled substances be ordered through mail order?
No. Controlled substances are not eligible for the mail order program.

22. What medications are excluded from the mail order program?
Medications that are not covered under the applicable formulary are excluded from the mail order program. Controlled substances are also not eligible.

Diabetes & Insulin Coverage

23. Is insulin covered?
Yes. Insulin is covered with a $10 copay.

24. What diabetes medications and supplies are covered under the Full Rx plan?
The following are included:

- Metformin HCL
- Piaglitazone HCL
- Glimepiride
- Glipizide
- Glyburide
- Nateglinide
- Repaglinide
- Prodigy No Coding
- Prodigy Control Solution
- Prodigy Autocode
- Prodigy
- Prodigy Pocket
- Prodigy Voice
- Prodigy Lancets
- Prodigy Twist Top Lancet
- Prodigy Lancing Device

Need Help?

25. Who should I contact if I have a question about my mail order prescription?
For questions or concerns regarding a mail order request, please contact the Doctegrity Rx Support Team at:

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