

Welcome to MedOne!

All benefit eligible employees will transition to a new prescription benefit plan with MedOne Pharmacy Benefit Solutions. MedOne is a pharmacy benefit administrator that works directly with clients, pharmacies, prescribers, and partners to help members easily access the right prescriptions at the best prices.

Member Resources

The MedOne website features a variety of resources for MedOne members. To access the member tab of our website, www.medone-rx.com, tap or click the **MEMBERS** tile along the bottom of the homepage or select **MEMBERS** in our main menu.

Here, you are able to access the drug lookup tool, review our FAQs on mail order and coverage, download documents & forms, access the myMedOne Member Portal and more!

Welcome Video

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Member Assistance

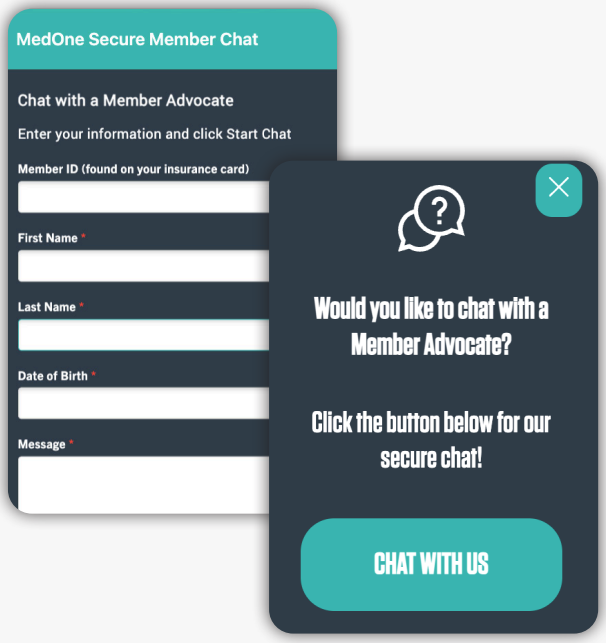
Our Member Advocate Team consists of certified pharmacy technicians who are equipped to assist you with any questions you may have concerning your pharmacy benefit.

MedOne can be reached through the following methods:

By Phone:
Please call 866-335-9057 and our Member Advocate team is more than happy to assist you.

By Fax:
If you need to fax paperwork to MedOne, please do so using 563-588-8725. Please send all prior authorization information to 563-293-8156.

By Chat:
Check out our LIVE chat feature on our website at www.medone-rx.com.



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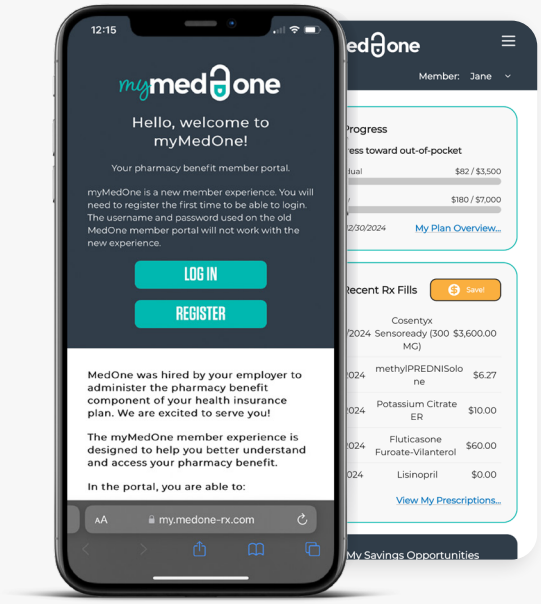
Member Portal

The MyMedOne Member Portal allows you to access information about your pharmacy benefit anytime, anywhere.

To access myMedOne, go to **www.medone-rx.com** and click on **MEMBER PORTAL** or visit **my.medone-rx.com** directly.

myMedOne offers the following features:

- Review progress toward deductibles & out-of-pocket maximums
- Look up in-network pharmacies in your area & obtain sample pricing
- Check the status of a prior authorization
- Identify savings opportunities
- View claims details & prescription history
- Access drug information directory
- Gather ID card processing information
- Enroll in mail order



Visit myMedOne
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Frequently Asked Questions

Is my drug on the MedOne formulary?

MedOne's drug look-up tool allows you to view medications that are on your formulary along with formulary alternatives.

- Go to **medone-rx.com/members/drug-lookup**
- Enter in the Rx **GROUP ID** (located on your ID card)
- If you are currently taking one of the non-covered medications, please contact your physician and request a new prescription for one of the covered alternatives to be filled on or after your plan effective date.
- If you or your physician have questions about a medication or available alternatives, please call MedOne for assistance.

Will I need a prior authorization for my medication?

Your prescription benefit plan may include clinical programs and plan edits for specific medications or therapy classes. Prior authorization (otherwise known as pre-approval) may be needed to ensure safe and effective medication therapies are provided while keeping healthcare costs low for you and your plan sponsor. In some cases, certain medications may not be covered under your plan and lower-cost equivalents or alternative medications are made available.

We encourage you to call MedOne at **866-335-9057** if you are prescribed a new medication in order to determine coverage status.

What do I do if I have issues filling my prescription on or after the plan effective date?

Your plan has chosen programs and edits on select medications or therapy classes, however a rejection at the pharmacy does not necessarily mean your medication is not covered. Rather, your medication may be subject to review and approval. If your pharmacist advises there is an issue, please ask them to call MedOne at **866-335-9057** to speak to one of our Member Advocates. Our Member Advocates will work quickly to resolve any issues. This number is also located on your prescription ID card.

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