

SYNCHRONY

PHARMACY

A Prescription for Wellness

Synchrony Pharmacy FAQ

How do I enroll for Synchrony Pharmacy for my prescriptions?

Beginning around February 2021, employees will be directed to visit the Synchrony Pharmacy website to enroll. Information collected will likely include:

- Full name/employee number/Address/phone number/Date of Birth/ gender/allergies/drug profile/health conditions & diagnosis.
- FSA/HSA card information for payment (if preferred method of payment).
- Payroll deduction authorization.
- Preferred contact method for prescription updates from Synchrony Pharmacy.
 - SMS, e-mail, automated phone.

Which medications will Synchrony Pharmacy be filling?

- Synchrony Pharmacy will fill all Maintenance medications and Specialty medications that are not limited distribution. Definitions:
 - Maintenance medications are commonly used to treat conditions that are considered chronic or long-term. These conditions usually require regular, daily use of medication.
 - Specialty medications are higher-cost medications used to treat complex chronic conditions
 - Synchrony Pharmacy medication list includes DEA schedule 3 through 5 control medications. We will NOT fill DEA schedule 2 medications.
 - Schedule 2 medication examples that Synchrony will NOT fill include:
 - High-potency pain medications (Lortab/Norco (Hydrocodone with Acetaminophen), OxyContin, Percocet (Oxycodone with Acetaminophen), etc.)
 - Stimulants/ADHD medications (Adderall (Amphetamine Salts), Ritalin (Methylphenidate), Vyvanse, etc.)
- Please see the forthcoming Trilogy Maintenance/Specialty list to review medications that Synchrony Pharmacy will fill.

As of 4.1.21, Where can I have my prescriptions filled?

Synchrony Pharmacy will be available for use, but not the exclusive provider of maintenance/specialty medications. Normal retail pharmacies will continue to be available for all medications during this time.

Do I receive a discount for utilizing Synchrony Pharmacy?

Yes! Please see the 2021 Benefits Guide to understand the discount plan members will receive via Synchrony Pharmacy.

Page 1 of 5

Synchrony Pharmacy FAQ

As of 7.1.21, Where can I have my prescriptions filled?

Synchrony Pharmacy will become the exclusive provider of maintenance/specialty medications. All maintenance and normal distribution specialty medications must be filled through Synchrony Pharmacy. Non-maintenance and limited distribution specialty medications will remain available through existing retail pharmacies.

What will happen after I complete the Synchrony Pharmacy enrollment form?

A Synchrony Team member will attempt to contact you and set up any necessary prescription transfers from your current pharmacy. If you haven't heard from us yet and need your prescriptions from Synchrony, please call us to have your prescriptions transferred and share the date you need your prescriptions by so we can deliver to you on time.

How do I ensure my prescriptions are filled at Synchrony Pharmacy?

If you currently receive your maintenance/specialty medications through another pharmacy:

- Contact your doctor/prescriber/pharmacy and have your medications transferred to Synchrony Pharmacy.
Synchrony Pharmacy
2703 Chestnut Station Court
Louisville, KY 40299
p: 866.290.1480
f: 502.305.5330
- Or we'll contact your doctor/pharmacy on your behalf.
- Employees may call or request a transfer via Synchrony pharmacy website or the toll-free phone number.
- If you have a new start maintenance/specialty medication, speak with your doctor/prescriber and have your medications sent to Synchrony.

How will I request refills for my prescriptions from Synchrony Pharmacy?

Automatic refills will be available, meaning Synchrony Pharmacy eligible members will not need to request recurring refills:

- For those that wish to continue requesting refills before they are due, Synchrony Pharmacy will have capability to receive refill requests via website and phone interactive voice response.

How will the prescriptions from Synchrony Pharmacy be delivered to me?

- Free two-day delivery.
- Discreet and secure packaging.
- Frequent text/email/phone updates throughout fill/delivery process.
- On-time delivery in order to maintain medication adherence.

Synchrony Pharmacy FAQ

How will I know that my temperature-sensitive medication shipments have remained at the correct temperature throughout the delivery process?

Synchrony Pharmacy is sending temperature monitoring strips in every temperature-sensitive medication shipment. The temperature monitoring strip will clearly signify if the medication shipment container has been outside of the allowable temperature range for that medication. If you have concerns about a temperature sensitive medication shipment, please call Synchrony Pharmacy.

How do I track my prescription order?

- Frequent text/e-mail/phone updates throughout fill/delivery process.
- Employees and their dependents will also receive a shipping tracking number to follow once it leaves the pharmacy, if desired.

What are my payment options for my prescriptions from Synchrony Pharmacy?

- FSA/HSA cards.
- Automated payroll deduction.
- Standard Credit/Debit cards (VISA/MC/AMEX/Discover).

How do I change my preferred form of payment?

If you need to update your preferred form of payment for employee cost share, please contact the pharmacy via any of our current communication avenues (Pharmacy telephone: /Contact Us form on [SynchronyHSpharmacy.com/Synchrony Pharmacy Red e App acct](https://SynchronyHSpharmacy.com/SynchronyPharmacyRedeAppacct)).

Do you have to be enrolled in the Trilogy Health medical plans in order to obtain prescriptions from Synchrony Pharmacy?

Yes, all employees (and their dependents) enrolled in the Trilogy medical plans will utilize Synchrony Pharmacy.

Is there a new employee prescription ID card I will need for use with Synchrony Pharmacy?

No, we will continue to use your Express Scripts prescription insurance card that you are currently using. The Express Scripts prescription ID card will not have a reference to Synchrony pharmacy on the card, however, we are able to process all prescriptions via your Trilogy insurance at discounted rates.

Synchrony Pharmacy FAQ

Which Trilogy medical plan options will receive prescriptions from Synchrony Pharmacy?

All medical plan options (PPO, Smart Choice Plan, Spouse / Family Plan) are eligible to use the pharmacy service via Synchrony Pharmacy.

Where should I go for my urgent prescription medications (i.e. antibiotics)?

Existing community retail pharmacies will be available for urgent prescription needs.

How many grace fills will I receive at my current retail pharmacy before my prescription should be transferred to Synchrony?

There will be 1 grace fill (up to 30-day supply) permitted before all maintenance and most specialty medications will be transferred to Synchrony Pharmacy.

Will Synchrony Pharmacy fill my prescriptions with a 90-day supply?

- 90-day supplies will be the preferred days' supply for medication dispenses.
- 30-day supplies will be available, if desired.

What if I have coupons at my current pharmacy?

All coupons currently accepted when using the Trilogy Health pharmacy plans will be accepted at Synchrony Pharmacy, as well.

What states are included in the Synchrony Service Area?

Indiana, Ohio, Kentucky, Michigan, Massachusetts, Tennessee, Georgia, Illinois, Pennsylvania, Iowa, Florida, Connecticut.

What happens if I do not live (or my dependent does not live) in the states listed in the Synchrony Pharmacy service area?

- There are an extremely limited number of Trilogy medical plan members who do not reside in the Synchrony Pharmacy service area.
- Employees (or dependents) who do not reside in the Synchrony Service area will continue to utilize existing retail pharmacies.

Synchrony Pharmacy FAQ

How is my health information kept confidential?

- Synchrony Pharmacy is committed to maintaining your privacy and we take our responsibility for safeguarding your Protected Health Information (PHI) very seriously. The Health Insurance Portability and Accountability Act (HIPAA) governs how Synchrony Pharmacy may use and disclose PHI, including information like medication history, medical conditions, and health insurance information. Our Notice of Privacy Practices describes that use and disclosure. Please review our Notice of Privacy Practices, for more information on HIPAA, PHI, and how you may access your PHI.
 - We will never share your personal health information outside of our pharmacy for any purpose without clear permission from you.

Who do I contact with questions about my specific plan and/or medications?

- For clinical medication questions, contact Synchrony Pharmacy at 866.290.1480 or www.SynchronyHSpharmacy.com.
- If you have any questions about your prescription benefit coverage, contact Member Services at 800.334.8134 or customercare@rxbenefits.com.
 - Available Monday through Friday from 7 a.m. – 8 p.m. CT
 - After hours you may choose to transfer directly to Express Scripts

How long will it take to get my prescription?

- Please allow 1-2 days for processing at Synchrony. You will receive a text message/email when your order has been shipped. Your order will be shipped and will arrive in 1-3 days. Expedited shipping options are available if needed. Contact a member of the Synchrony Pharmacy team with any questions.