



SynchronyRx@HOME FAQ

How do I enroll for SynchronyRx@HOME for my prescriptions?

- Employees should call SynchronyRx@HOME and provide the following
 - 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 SynchronyRx@HOME.
- SMS, e-mail, automated phone.
- There will be a SynchronyRx@HOME Patient Portal coming soon....we will communicate when this is ready to use

Which medications will SynchronyRx@HOME be filling?

- SynchronyRx@HOME 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 SynchronyRx@HOME 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.)

Do I receive a discount for utilizing SynchronyRx@HOME?

Yes! Please see the 2022 Benefits Guide to understand the discount plan members will receive via SynchronyRx@HOME.



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Where can I have my prescriptions filled?

SynchronyRx@HOME is the exclusive provider of maintenance/specialty medications. All maintenance and normal distribution specialty medications must be filled through SynchronyRx@HOME. Non-maintenance and limited distribution specialty medications will remain available through existing retail pharmacies.

How do I ensure my prescriptions are filled at SynchronyRx@HOME?

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

- Contact your doctor/prescriber/pharmacy and have your medications transferred to SynchronyRx@HOME.
SynchronyRx@HOME
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 SynchronyRx@HOME 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 SynchronyRx@HOME.

How will I request refills for my prescriptions from SynchronyRx@HOME?

Automatic refills will be available, meaning SynchronyRx@HOME eligible members will not need to request recurring refills:

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

How will the prescriptions from SynchronyRx@HOME 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.

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.

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What are my payment options for my prescriptions from SynchronyRx@HOME?

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

Which TrilogY medical plan options will receive prescriptions from SynchronyRx@Home?

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

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 SynchronyRx@HOME?

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

Will SynchronyRx@HOME 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 states are included in the SynchronyRx@HOME Service Area?

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

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

- Employees (or dependents) who do not reside in the SynchronyRx@HOME Service area will continue to utilize existing retail pharmacies.



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How is my health information kept confidential?

- SynchronyRx@HOME 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 SynchronyRx@HOME 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 SynchronyRx@HOME at 866.290.1480 or www.synchronyrxathome.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
- Starting 04/01/2022, we are switching to OptumRX and for questions to call 1.855.812.4308, 24 hours a day, 7 days a week.

How long will it take to get my prescription?

- Please allow 1-2 days for processing at SynchronyRx@HOME. You will receive a text message/e-mail 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 SynchronyRx@HOME team with any questions.



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