



Select Drugs and ProductsSM Program

Questions & Answers

1. What is the Select Drugs and Products Program?

The Select Drugs and Products Program is a service to assist persons treated with brand specialty drugs and is paid for by your employer. Enrollment in the Program is required in order to access the payable benefits available for specialty drugs under the Plan. Please call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you.

2. Who is PaydHealth?

PaydHealth is a service company that administers the Select Drugs and Products Program. Please call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you.

3. Is specialty *drug X* covered by the Plan?

Yes, all **brand** specialty drugs are covered by the Plan and require prior authorization. Until prior authorization is met, the member's out-of-pocket charge is equal to the full cost of the claim. Please call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you. [For more detail, refer to the benefit summary and the Plan's Specialty Drug List.]

4. What is my benefit for specialty drugs?

All **brand** specialty drugs require prior authorization. Please call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you. [For more detail, refer to the benefit summary.]

5. Is there a deductible for specialty drugs?

Yes, brand specialty drugs paid by the plan are subject to a deductible. However, non-compliance penalties are excluded from the deductible accumulator and members are subject to such penalties should they not completed enrollment and adjudication by the Select Drugs and Products Program. Please call the Select Drugs and Products Program at (877) 869-7772 for

further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you. [For more detail, refer to the benefit summary.]

6. Is there a Maximum Out of Pocket (MOOP) for specialty drugs?

Yes, brand specialty drugs paid by the plan are subject to the Maximum Out-of-Pocket limits of the plan. However, non-compliance penalties are excluded from the MOOP accumulator and members are subject to such penalties should they not completed enrollment and adjudication by the Select Drugs and Products Program. Please call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you. [For more detail, refer to the benefit summary.]

7. Does specialty drug X require prior authorization?

Prior Authorization is required for all **brand** specialty drugs. Please call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you. [For more detail, refer to the benefit summary.]

8. What is the member's out of pocket for specialty drug X?

[Respond in accordance with the benefit summary.] All **brand** specialty drugs have a member pay amount of 100% until they complete the prior authorization process. Please call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you. [For more detail, refer to the benefit summary.]

9. How do members know when to call the Select Drugs and Products Program?

When the pharmacy processes a new prescription for a **brand** specialty drug there will be an on-line message sent to the pharmacy instructing them as “Member to Call the Plan Contact Center: 877-869-7772.”

10. How do I contact the Select Drugs and Products Program?

By phone: call the Select Drugs and Products Program at (877) 869-7772 for further information about your specialty drug benefit. A case coordinator is available M-F 8AM to 8PM CT to speak to you or you can leave a message.

By mail: 4001 McEwen Rd Ste 450, Dallas, TX 75244

By e-mail: enroll@specialty.email