



CerpassRx Member Handbook  
for The Ensign Group

# Welcome

CerpassRx is pleased to administer your prescription benefit plan.

## About Us

CerpassRx is an innovative Pharmacy Benefit Administrator that offers access to pharmacies in your local community and tools to assist you in managing and navigating your prescription benefit.

We are a member centric PBM with key partnerships uniquely positioned to develop best in class pharmacy solutions.

## Member Services

First, please review your ID card for our logo, or verify with your employer that you are covered by CerpassRx for your pharmacy benefit plan. CerpassRx members are able to access our pharmacy benefit plan resources in a number of ways:

-  **Member Services Support Center** - Available to our members 24 hours a day, 7 days a week, 365 days a year. Please contact us at 844-622-4369 for any questions regarding your pharmacy benefits, drug coverage, etc.
-  **Member Web Portal** - Visit <http://www.cerpassrx.com/members-page/> to access information.
  - Medication History
  - Participating pharmacy locations
  - Compare pharmacy copays to determine the most cost-effective options
-  **Mobile App** - Download the CerpassRx mobile app to access information and tools to help maximize your pharmacy benefit. These programs offer members convenience and easy access to information anytime from a mobile device.
-  **Mail Delivery and Specialty Programs** - Save time by getting medicine conveniently delivered to your home. Mail Delivery allows our members to receive maintenance and specialty prescriptions through the mail, as well as receive refill reminders and many other services. We also offer counseling, education and many other value-added services to our members involved in our specialty pharmacy programs.

# WELCOME

## to your new Prescription Benefit Manager - CerpasRx



### Save Time with Mail Delivery

Our Mail Delivery service allows you to receive your long-term or maintenance medications through the mail. You can have your medicine delivered to your home, doctor's office or anywhere you choose. Our Mail Order pharmacies are staffed with friendly pharmacists who can answer your questions or speak to your doctor if needed.



### Hands-on Care For Your Specialty Medication Needs

If your treatment plan calls for specialty medications that require special handling, our specialty pharmacy service offers the high-touch, hands-on service that is needed. Our specialty pharmacy provides services for chronic and complex conditions such as multiple sclerosis, rheumatoid arthritis, cancer, hepatitis and others.



### Organize Your Medication with Your Personal Website

Included in your pharmacy benefit is free access to a private and secure website. You will be able to access it with your Pharmacy Member ID number. You'll be able to compare prescription drug prices, map your way to the nearest network pharmacy, track your family's drug spend, organize your health history and much more! Click the "member portal" button on our home page to access your member information now.  
<http://www.cerpasrx.com>



### Good Health is in The Palm of Your Hands

Our free CerpasRx mobile app allows you to access all of the great features from your personal website on-the-go. Once you have your Member ID number, use your smart phone to find a nearby pharmacy, compare medication prices, review drug information and more!

Search the App Store or Google Play for "CerpasRx Member Portal."



### Convenient Pharmacy Locations

Our broad pharmacy network includes all national chains and most local pharmacies. Please refer to your benefit documents for copay information for prescriptions filled at retail pharmacies. Save the most money by choosing generic medications when possible.



### Need Help? Just Call Us!

We are here to assist plan members day and night! We are available to our members 24 hours/day, 7 days/week. Please contact us at 844-622-4369 for any questions regarding your pharmacy benefits.



# Ask for generic

Just the same, without the name.

## What is a Generic Drug?

A generic drug is a pharmaceutical drug that is equivalent to a brand-name product in dosage form, strength, route of administration, quality, performance, and intended use. A generic drug must meet the same quality and safety standards that brand drugs have.

## What is the Difference Between Generic and Brand Drugs?

You won't find many differences, except for name and price. The manufacturer assigns a brand name, while a generic drug uses the chemical name. Both products have the same active ingredients, strength and dosage form, such as liquid or pill.

## Does Every Brand-name Drug Have a Generic Counterpart?

No. Only about half of the brand-name drugs on the market today have a generic equivalent. Some drugs are protected by patents and are manufactured by only one company.

## How Does the FDA Ensure That Generics are as Safe and Effective as Brand Drugs?

The FDA has strict guidelines around generics. They must be the same chemically, with the same medical effect. All generics undergo a multi-step, scientific review of their ingredients and performance. The FDA periodically inspects manufacturing plants, and monitors drug quality even after generics have been approved.

## 8 Out Of 10 Prescriptions Filled in the U.S. are for Generics.

Every year, the Food and Drug Administration (FDA) approves many generic drugs that treat a wide range of conditions. These medications have the same active ingredients and work the same way in your body as their brand-name equivalents. Compare drugs by cost using our member portal. Visit [www.cerpassrx.com](http://www.cerpassrx.com) today!

## Why Do Generic Drugs Cost Less?

The cost of developing new drugs is expensive. Generic drug makers don't have high marketing and upfront investment costs, but they must show that their product is identical, or bioequivalent to a brand-name drug. You may also save money through a lower copay.

## How Much Can You and Your Plan Save?

The savings based on cost of the drug can be substantial. Your out-of-pocket cost will generally be less when you choose a generic medication. Consult your plan for copay details.

## The Cost Of a Generic Drug is 80 to 85 Percent Lower than the Brand-Name Product.

To develop and sell new medications, brand-name drug manufacturers spend a lot of money on research, development, promotion and advertising. Generics do not have these costs and so higher prices are not passed along to the customer.

# Member

Access your private, secure member portal today. Visit [www.cerpassrx.com](http://www.cerpassrx.com) - Member Portal

## CerpassRx Member Portal

This private, secure website is designed just for you. Your pharmacy plan information is available and kept up-to-date in real time.

### Easy Access Allows You To:

-  Manage all your prescriptions on a single dashboard
-  Keep track of your health history
-  Learn more about your prescription drugs
-  Compare prices at local pharmacies
-  Find your lowest prescription cost
-  Locate your pharmacy and get driving directions
-  Track your individual and family spend
-  Take it all with you through the mobile app

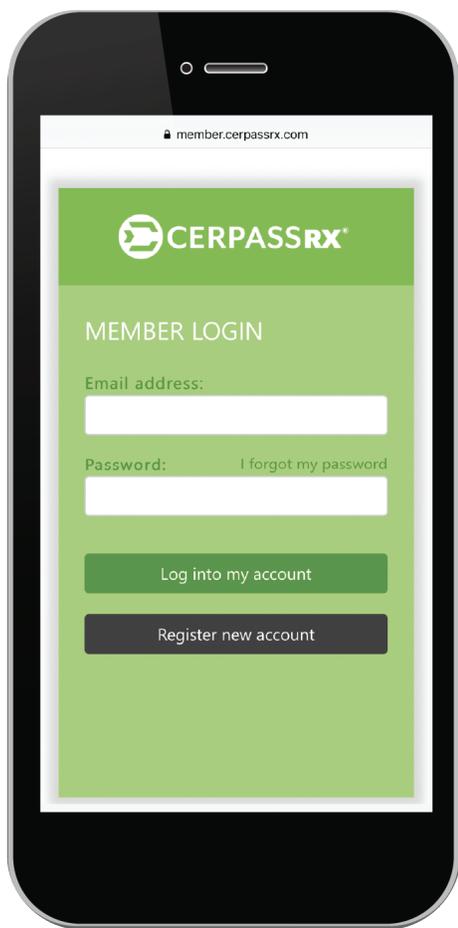
## HOW TO REGISTER

Visit <http://www.cerpassrx.com/members-page/> and click on the member portal button. With your CerpassRx ID card handy, click “activate your account.” From there, enter your member ID (as shown on your ID card) and proceed with completing your personal information to activate your account.

*Questions? Call member services at 844-622-4369.*

# Mobile App

Good Health is in your Hands



The mobile app provides easy, on-the-go access to your personalized health information. Once you have your member ID number, download the app to take advantage of the benefits your pharmacy plan offers.

## With the CerpasRx Mobile App in your Pocket:

-  Stay on top of medication refills. See when refills are due, get refill reminders and quickly contact your pharmacy.
-  Pull up your medication history anytime to show your doctor what medications you are taking.
-  Learn about medication side effects and interactions.
-  Find network pharmacies by ZIP code or location, then check and compare current prescription prices.
-  Learn ways to save on your prescription by switching from brand name to generic or splitting a higher dosage pill.
-  Track individual and family spend.

Get the app by searching for CerpasRx at the Apple App Store or Google Play.



*Managing your prescription medications is a key part of managing your health. Take your medication information with you wherever you are with the mobile app.*

# MAIL DELIVERY

CerpassRx is proud to offer Mail Delivery by PillPack, a simple, innovative way to manage your prescription medications. PillPack, by Amazon pharmacy, is a full-service pharmacy that sorts your medication by the dose and delivers them to your door at no additional cost. We especially recommend this service if you take a medication on an ongoing basis. Here's what you need to know to use the service.



## With Mail Delivery by PillPack you get...

**Pre-sorted medications** - If you take daily medication, PillPack can pre-sort them by date and time.

**Home delivery** - Get the medications you need delivered to your door every month.

**No additional costs** - With PillPack, service and shipping are always free. You simply pay your copays.



## Prescription Order Status

When your medications are on its way, PillPack keeps you updated with email and text message alerts. They also provide a tracking number for every shipment. If you ever have questions, you can always call 1-855-966-0966.



## PillPack Customer Service

Pharmacists are available for consultations 24 hours a day 7 days a week if you have questions about your medications, including how to take it, what to do if you miss a dose, side effects or drug interactions. For medical emergencies, please call 911.

### Call PillPack at 1-855-966-0966

Monday to Friday 8am - 10pm ET  
Saturday to Sunday 10am - 8pm ET

*After normal business hours, a voicemail service is available for customers. Leave a message and a pharmacist will return urgent calls within 30 minutes.*

### Email PillPack at [hello@pillpack.com](mailto:hello@pillpack.com)

PillPack customer service teams are happy to help. However, if you have an urgent clinical need, please call 911.



## Payment

PillPack makes payments easy. Just add your preferred payment method and they'll charge you for your copays each time your medication ships. You can use a credit card, debit card, HSA/FSA, or a bank account. And you can update your payment information anytime through your online account.



## Want to know more?

You can find out more information on our integrated service with PillPack by visiting [www.cerpassrx.com/pillpack](http://www.cerpassrx.com/pillpack). We welcome you to watch the short video on "how it works" as well as review customer reviews.

## GET STARTED

1. Grab your CerpassRx ID card, list of medications, doctor information and payment method information. You can sign up one of two ways:

**Online:** Visit [www.cerpassrx.com/pillpack](http://www.cerpassrx.com/pillpack), click "sign up" and complete the questions to enroll.

**By Phone:** Call PillPack Customer Service at **1-855-966-0966**

2. During the sign up process you will have 2 options to select HOW you want to receive your medications by mail.

**In bottles:** If you prefer, PillPack can deliver any or all of your medication the traditional way, in bottles. Medications you take as-needed or that aren't in pill form (like inhalers, insulin, or creams) will automatically be delivered in bottles or in their original packaging.

**In packets:** For anything you take daily, PillPack can pre-sort your meds into packets by date and time. If you choose this option, you'll receive your first shipment about 2 weeks after signing up.

*\*\*If you are low on any medications, let PillPack know and they can send them in bottles ahead of your first shipment.\*\**

5904 Stone Creek Dr, Ste. 120 The Colony, TX 75056  
844-622-4369 // [www.CerpassRx.com](http://www.CerpassRx.com)



by amazon pharmacy