



MEDIMPACT ASSIST®

# THE RESOURCES YOU NEED AT YOUR FINGERTIPS





## WELCOME TO MEDIMPACT ASSIST®

We understand the financial burden that expensive yet needed medications can present. To help support continued access to affordable prescription drugs, H-E-B RxTRA Advantage, powered by MedImpact, your pharmacy benefit manager, has partnered up with Ray Savings Solutions to offer a new discount program for specialty drugs, called MedImpact Assist®.

This program helps members reduce their out-of-pocket expenses for high-cost specialty drugs by utilizing assistance programs offered by drug manufacturers or charitable foundations. In some cases, your costs may be as low as \$0 out-of-pocket. Through the program, you have access to a dedicated Program Administrator who will work with you and your provider to determine the best options available to reduce your costs.

### Let's get started

If you are prescribed a new specialty medicine, please call Ray Savings Solutions at **866-377-1255** right away to be assigned your Program Administrator. This person will help enroll you and start looking for ways to lower the cost of your medication.

Assistance programs offered by drug manufacturers may take up to 60 days to process your application so as soon as you know that you have been prescribed a new specialty medication, or if you have any concerns, reach out immediately to ensure proper coverage.

### Connect with us

You can contact your dedicated Program Administrator at **866-377-1255** or you can have all future contact to be made via secure email. Program Administrators are available from 8 a.m. to 5 p.m. MT, Monday through Friday. Future contact may also be made via secure email.

Your Program Administrator will provide concierge service and will follow up with you to verify you have no issues getting your medication and answer your questions.

It is important to engage with our Program Administrator right away. If a specialty drug is dispensed without engaging with your Program Administrator, **you will be financially responsible for 100% of the cost of your medicine and that cost will not be applied towards your out-of-pocket responsibility.**

### What are specialty drugs?

Specialty drugs are very high-cost prescription drugs used to treat conditions such as autoimmune diseases, cancer, HIV, or any other conditions requiring a medical specialist.

# FAQ

## What is Ray Savings Solutions?

H-E-B RxTRA Advantage, powered by MedImpact, has partnered with Ray Savings Solutions to offer the MedImpact Assist® program for high-cost specialty drugs, which is included in your benefits. The goal of the program is to reduce your out-of-pocket costs, possibly to \$0. Ray Savings Solutions does this by utilizing assistance programs offered by drug manufacturers or charitable foundations.

## What can I expect?

If you believe you have been prescribed a new specialty medicine, please call Ray Savings Solutions at **866-377-1255** right away to be assigned your Program Administrator who will advocate on your behalf. This person will help enroll you into the program and start looking for ways to lower the cost of your medication.

As a member, you may be asked to provide information to verify your qualification for certain assistance programs. This might include:

- Your household size
- Estimated household income
- State you reside in
- If you are a U.S. citizen
- Your eligibility for any federal healthcare benefits

Any responses obtained by the Program Administrator will be kept in the strictest confidence and will not be shared with H-E-B RxTRA Advantage, powered by MedImpact. Any assistance used by you, the member, will not be used by H-E-B RxTRA Advantage in any way to determine benefit or drug coverage under your plan benefit.

## How will I know if any of my medications are specialty drugs?

If you have any questions about if your medication is a specialty drug you can ask your doctor, your insurance provider, pharmacy, or you can call your Program Administrator.

## Will there be a delay in receiving my specialty drug?

Your specialty drug will not be delayed if prompt notification and information is received. To avoid any delays please follow all the Program guidelines and communicate regularly with your dedicated Program Administrator.

## What if I do not communicate or engage with my Program Administrator?

To help reduce your out-of-pocket costs, your Program Administrator will attempt to reach you via your preferred and alternate contact methods (phone or email) multiple times. In the event there is no response from you, H-E-B RxTRA Advantage, powered by MedImpact, will be notified to assist in our efforts to reach you, such as ensuring we have your correct contact information or making outreach to you to let you know about the program. Please know that if a specialty drug is dispensed without engaging with your Program Administrator, you will be financially responsible for 100% of the cost of your medicine and that cost will not be applied towards your out-of-pocket responsibility.

## What if I do not qualify for a financial assistance program?

If you do not qualify for a manufacturer program, and other alternative sourcing is not available, your Program Administrator will work with H-E-B RxTRA Advantage, powered by MedImpact, to request a coverage determination review. If H-E-B RxTRA Advantage determines that all criteria have been met, your medicine may be covered based on your standard plan benefit and will be subject to any deductible, coinsurance, or copay until your maximum out-of-pocket is met.

