



## MEMBER FAQs

**Your prescription drug benefits are administered by EpiphanyRx, a pharmacy benefit manager (PBM). Below are a few frequently asked questions (FAQs).**

### How do I fill a prescription?

You will receive a new pharmacy benefit ID card from EpiphanyRx or your plan. This new ID card contains information to help your pharmacist process your prescription. Please present your ID card at the pharmacy whenever you fill a prescription.

If you have not received your new ID card, call EpiphanyRx Customer Care at 844-820-3260 for assistance.

### How do I know if my drug is covered?

The complete EpiphanyRx formulary (preferred drug list) is available at [www.epiphanyrx.com](http://www.epiphanyrx.com). The formulary shows the drugs that are covered under your plan.

For your plan-specific formulary drug coverage, log in to your member portal accessed through [www.epiphanyrx.com](http://www.epiphanyrx.com) and search for the drug(s).

### Can I use copay assistance?

Yes. Many medications have copay assistance programs where drug manufacturers pay a part of the medication cost to make it more affordable. If you do not currently use a copay assistance program, the EpiphanyRx Customer Care team can help you enroll to take advantage of these savings. If you already use copay assistance, your out-of-pocket cost will not change.

With copay assistance, only the amount you have paid out-of-pocket will apply to your annual deductible and/or out-of-pocket maximum. Some copay assistance programs require re-enrollment annually.

### Can I get a 90-day supply of my medication?

Yes, maintenance medications can be filled for a 90-day supply at over 15,000 Walgreens or Costco Pharmacy locations including Costco Mail Order.





A Navitus Solution



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You do not need to be a Costco member to use Costco Pharmacy. You can register online at [pharmacy.costco.com](https://pharmacy.costco.com). If you have any questions, please call Costco Pharmacy at 800-607-6861.

Costco Pharmacy Customer Service is available Monday through Friday, 7:00 a.m. to 9:00 p.m. (CST) and Saturday, 11:30 a.m. to 4:00 p.m. (CST).

You can find a list of covered maintenance medications at [www.epiphanyrx.com/resources](https://www.epiphanyrx.com/resources).

### Can I keep using my current retail pharmacy?

The EpiphanyRx network includes over 65,000 pharmacies.

To view a complete list of pharmacies, log in to in your member portal accessed through [www.epiphanyrx.com](https://www.epiphanyrx.com). Use the Pharmacy Search feature to search for in-network pharmacies.

### How do I request reimbursement for pharmacy claims?

You can request reimbursement for pharmacy claims by completing the prescription drug claim form at [www.epiphanyrx.com/resources](https://www.epiphanyrx.com/resources).

You can be reimbursed directly for covered services up to the EpiphanyRx contracted amount.

### How do I fill my specialty medication?

If you are using a specialty medication, you will need to fill your prescription through our specialty pharmacy partner, Lumicera Health Services.

To order prescriptions through Lumicera, call the Lumicera patient care team at 855-847-3553. They will work with you and your prescriber to set up your prescription.

**QUESTIONS?**

**Contact EpiphanyRx  
Customer Care**

844-820-3260

[epiphanyrx.com](https://www.epiphanyrx.com)