

ANSWERS to YOUR QUESTIONS

Q: Who can I call if I have questions?

A: Please contact the Amwins Group Benefits Customer Care Center toll-free at 1-888-883-3757, Monday through Friday, from 8 a.m. to 8 p.m. EST.

Q: Will I have to re-enroll in the Plan next year?

A: No, once you enroll, you remain in the plan until you elect or terminate coverage.

Q: When will I receive my ID Card?

A: The Prescription Drug ID card will be sent before your coverage effective date.

Q: Do my prescription drug co-payments count toward my medical plan deductible?

A: No. Any co-payments you make for prescription drugs do not count toward deductibles or out of pocket maximum amounts for your medical plan.

Q: How do I get my prescriptions filled?

A: Simply present your ID card and prescription to a participating pharmacy in the plan network. You will also receive information about mail order prescriptions when you enroll. You can find more information about your prescription coverage by visiting [RetireeRxCarePDP.com](https://www.RetireeRxCarePDP.com) or by calling Amwins Group Benefits at 1-888-883-3757.

Q: Where can I get information on using Mail Order Services?

A: Once you enroll in the plan, you will receive a Welcome kit in the mail which will include mail order information from Birdi Rx, the preferred Mail Order Pharmacy for Retiree RxCare. Please be aware that you will need to obtain new prescriptions from your Doctor before ordering prescriptions from this new mail order program. The necessary forms and instructions on how to order prescriptions through the mail order service will be included in your fulfillment packet. Please expect your package and materials to arrive shortly before your plan effective date.

Q: How can I find out if my drugs are covered on the new plan?

A: You can review your plan's full formulary (List of Covered Drugs) by visiting [RetireeRxCarePDP.com](https://www.RetireeRxCarePDP.com). Some covered drugs may have additional requirements or limits on coverage. You can find out if your drug has any additional requirements or limits by reviewing the formulary. If your drug is not included on the formulary, you should first contact us and ask if your drug is covered. Please contact Amwins Group Benefits Customer Care toll-free at 1-888-883-3757 for more information about your prescriptions.

Q: How can I lower my drug expenses?

A: Generic medications often cost less than brand-name counterparts. Talk to your doctor to determine if a generic alternative is available. You may also have the option of mail order, where you can receive up to a 90-day supply for one mail order co-payment. If you have any questions on any of your medications, their costs, and potential lower cost alternatives, please call the Retiree RxCare Customer Care Team at 1-855-693-3921 to talk with a member of our in-house Clinical team.