

Pharmacy Benefit Frequently Asked Questions



Outlined below are some questions and answers to help you better navigate your pharmacy benefit offered to you by Capital Rx, your prescription benefit provider. For additional questions, please contact your dedicated Customer Care team. We are available 24 hours a day, 7 days a week to answer any questions you may have.

General Questions

Who is Capital Rx?

Answer: Capital Rx is an innovative pharmacy benefit manager or PBM. Our role is to oversee your prescription benefit plan. We work hard every day to ensure your prescription drug plan is cost-effective but in line with our mission: **your health**.

What is a Pharmacy Benefit Manager (PBM)?

Answer: A pharmacy benefit manager (PBM) processes prescription drug claims on behalf of you and your plan sponsor. A plan sponsor is typically an employer, which could be a corporation, government agency, or nonprofit organization. To provide this service, we contract and negotiate with retail pharmacies and pharmaceutical manufacturers to provide the right balance of drug access and cost-effectiveness.

How do I contact Capital Rx if I have questions?

Answer: You can contact Capital Rx by calling the toll-free number that is listed on your ID card.

Does Capital Rx have an online member portal?

Answer: Yes. You can log in to the member portal by visiting <https://app.cap-rx.com/login>.

How do I download and log into the Capital Rx mobile app?

Answer: You can download the Capital Rx mobile app by searching Capital Rx in the app store. To register, visit <https://app.cap-rx.com/register> or scan the QR code and follow the following steps.

1. Fill in your personal information and click **VALIDATE**
2. Complete the credentials form and click **CREATE ACCOUNT**
3. Check your email and locate the verification code sent from Capital Rx
4. Enter the code provided to validate your email address



With Capital Rx, can I continue to go to the same pharmacy?

Answer: Capital Rx maintains a national network of more than 60,000 pharmacies, including national chains and most independent pharmacies. To confirm if your pharmacy is in the network, please log in to our [member portal](#) and click on 'Nearby Pharmacies' to find a pharmacy near you. For any additional questions, please contact your dedicated Customer Care team.

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Is the medication I am currently taking covered by Capital Rx?

Answer: To learn if your medication is covered, review your plan's formulary listing. The formulary will outline the coverage status of a medication and includes if a prior authorization, step therapy, or quantity limit applies. To view the formulary specific to your prescription benefit plan, log into our [member portal](#). Use the navigation menu and select 'Lookup Formulary' to learn more about medications that are covered.

What is a Prior Authorization (PA)?

Answer: Prior authorization means an approval may be required before your pharmacy benefit plan will cover certain drugs. This process ensures you receive a prescription that is safe and is the most cost effective. Once notified by the pharmacy, your doctor will work with Capital Rx to complete paperwork to submit a prior authorization. They can refer to www.cap-rx.com/prescribers#prescriber-forms to download a fillable form and more. Most prior authorization reviews are completed within two business days provided that a complete prior authorization request form and all required documentation are correctly submitted. Our clinical team will notify your prescriber in advance of any declinations and assist in expediting you to a preferred alternative therapy. For additional prior authorization questions, please call your dedicated Customer Care team.

What is a Step Therapy (ST)?

Answer: Step therapy means you may be required to try another medication (usually a generic) prior to starting the medication your doctor prescribed (usually a brand). If a medication you are prescribed has a step therapy program in place, please discuss your options with your doctor.

What is a Quantity Limit (QL)?

Answer: Quantity limit means there is a limit on the maximum dosage or quantity for certain medications that are covered per prescription, or within a specific time frame. If you require a dose or quantity beyond what the limit allows, please work with your doctor to submit a prior authorization for approval.

How do I know what my out-of-pocket cost will be with Capital Rx?

Answer: You can easily view expected medication cost by logging into the [member portal](#) and click the Find Best Price button at the top of the dashboard. Enter the name of the medication in the drug name field. Define specific options using the drop downs for type, form, dosage, and quantity. Click on Find Best Price. A list of local pharmacies will be provided along with the expected cost for the specified medication.

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What if I need to fill a prescription and don't have my physical pharmacy ID card at the pharmacy?

Answer: You can download a temporary ID card by logging into the Capital Rx [member portal](#) or mobile app. If the pharmacy is still unable to process, you can have them contact your dedicated Customer Care team.

Can I get reimbursed for my pharmacy expense if it wasn't processed with my pharmacy benefit?

Answer: To request a reimbursement for prescription drugs paid for out of pocket, please complete the Direct Member Reimbursement (DMR) form . You can mail or email the form with pharmacy receipts to:

Capital Rx, Inc.
Attn: Claims Department
9450 SW Gemini Dr., Suite 87234
Beaverton, OR 97008

Email: DMR@cap-rx.com

Please keep a copy of the form and receipt(s) for your own records. Depending on your plan's elections, you may be reimbursed directly for covered prescriptions. Blank forms are available by visiting our [website](#) or by logging into the [member portal](#).

How do I authorize a family member or care giver to manage my pharmacy benefits?

Answer: A Personal Health Information Disclosure form is available to allow a family member or caregiver to manage and access your pharmacy benefits. You can complete this form digitally by visiting our [website](#) and scroll to locate the Personal Health Information Disclosure Form link. If you prefer, you can download the form and mail it in to the address below. You can also email the completed form to consent@cap-rx.com. To download a blank form, open the form with the 'click here' button. At the top, left hand corner of the screen select options and Download PDF.

Capital Rx, Inc.
Attn: Customer Care
9450 SW Gemini Dr., Suite 87234
Beaverton, OR 97008

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Retail Pharmacy

What retail pharmacies are considered in-network with Capital Rx?

Answer: You can locate an in-network pharmacy by logging into our [member portal](#). Select Member Login to register. Use the pharmacy locator search tool to view local options. You can also call your dedicated Customer Care team for support.

What if I need to change retail pharmacies but I have an existing prescription?

Answer: Once you locate an in-network retail pharmacy, you can work with the new pharmacy to transfer your existing prescription. Contact the retail pharmacy you wish to change to and be prepared with the following information:

- Name and phone number of your previous pharmacy
- Prescription name and number from your medication label
- Capital Rx processing information

Please note: Compound prescriptions, prescriptions that are expired, have zero refills remaining or are for controlled substances are not eligible for transfer. Please work with your prescriber to request a replacement prescription to be sent to your new retail pharmacy.

Mail Order Pharmacy

Is mail order delivery right for me? If so, how do I enroll?

Answer: If you have a prescription for a maintenance medication, mail order delivery may be a great solution for you. You will find mail order provides greater savings on most prescription benefit plans and saves time typically spent traveling and waiting at a retail pharmacy.

Getting started with Costco Mail Pharmacy:

Please reach out to your prescriber and update your mail order pharmacy provider as Costco. Before prescriptions can be filled through Costco Pharmacy, you will need to setup an account using one of the following ways.

Online: Go to rx.costco.com and create a patient account.

Phone: Call Capital Rx Customer Care and follow the prompts for 'medications delivered to your home'. Select option 4 for 'assistance setting up an online pharmacy account'. Please have your patient, prescriber, and payment information readily available.

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Choose one of the following options to request refills of current prescriptions or to send new prescriptions to Costco Mail Pharmacy

Mail: Go to rx.costco.com and access your patient account. Select refill or new prescriptions. Follow the prompts to complete the request. Mail your paper prescription to **Costco Pharmacy, 260 Logistics Ave., Suite B, Jeffersonville, IN 47130.**

E-prescribe: Have your prescriber electronically send your prescription to **Costco Pharmacy Mail Order #1348, Zip Code 47130.**

Fax: Have your prescriber fax your prescription to **1-877-258-9584**. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

How do I check the order status of my mail order and/or specialty medications?

Answer: You can check your order status of your mail order and/or specialty medications order(s) by logging into your Costco mail order or specialty account. You can also check your order status by calling Capital Rx and following the prompts to the correct pharmacy.

Specialty Pharmacy

How do I fill my specialty medication(s)?

Answer: If you are prescribed a specialty medication (i.e., multiple sclerosis, hepatitis, oncology, HIV, and many others), you can quickly and easily order your prescription by following the steps below. For additional specialty pharmacy questions, please call your dedicated Capital Rx Customer Care team.

Step 1:

E-prescribe: Have your doctor e-prescribe to: **Costco Specialty Pharmacy, #1710, Zip Code 53717** or fax your prescription to **1-855-214-0125**. Make sure your prescriber includes your contact information.

Please note: If prior authorization is required, additional steps may be needed to submit your prescription.

Step 2:

A representative from Costco Specialty Pharmacy will call you to get more information and schedule your first delivery.

Step 3:

If you have any questions regarding your specialty medication, please contact call Capital Rx Customer Care