

Understanding your drug costs

Our goal at CarelonRx is to make sure your medications meet your health needs. Here are helpful tips:



Take all medications as prescribed and don't skip doses. Taking medicine the way it's prescribed can make a difference in your overall health and help you avoid issues.



Choose Tier 1 drugs when possible for the lowest price. You may pay more for drugs in higher tiers.

Drug Type		Cost	
		30-day supply at Retail	90-day supply from CarelonRx Pharmacy
Tier 1	Preferred generic	\$10	\$25
Tier 2	Preferred brand-name and newer, higher cost generic drugs	30% (\$25 min, \$125 max)	30% (\$62.50 min, \$312.50 max)
Tier 3	Non-preferred brand-name and generic drugs	45% (\$40 min, \$225 max)	45% (\$100 min, \$562.50 max)

Please note: You are limited to a 30-day supply for specialty medications that must be filled through our specialty pharmacy.



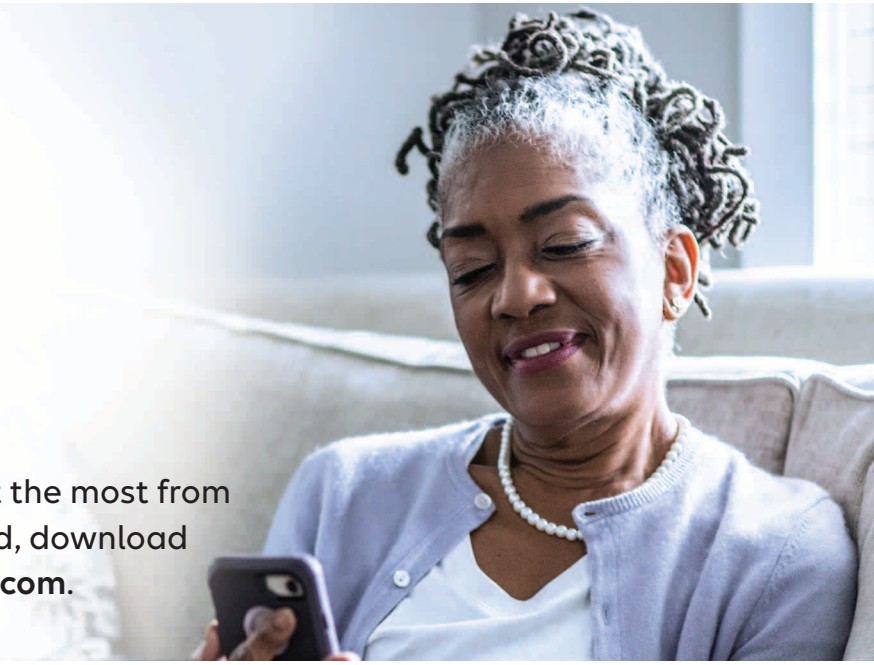
Talk with your doctor to find generic or over-the-counter medications that cost less.



Use a pharmacy in your plan's network.



Your medication may be eligible for a discount. Show your CarelonRx ID card at the pharmacy, and if a discount is available, it will automatically be applied.



Quicker access to plan information

With CarelonRx digital tools, you can get the most from your benefits. Once your plan is activated, download the CarelonRx app or log in to **carelonrx.com**.

Save time and money with CarelonRx

Pay less when you use a pharmacy in your plan's network

Your costs are lower when you choose a pharmacy in your plan's network. To search for one, log in to your account, choose **Find a Pharmacy**, and enter your ZIP code or city.

Convenient options for maintenance medications

If you take medications on a regular basis, you can have a 90-day supply delivered to your door. You may save money and standard shipping is free. To see if your medication is eligible for a 90-day fill, log in to your account, choose **Manage Prescription**, and then select **View, Refill Prescriptions** to see your options.

Support from our specialty pharmacy

If you take certain specialty medications, our specialty pharmacy team will contact you about your treatment and filling prescriptions.

Prescription management on the go

Download the CarelonRx app to access your plan information 24/7:

- Manage refills.
- Have your prescriptions delivered to your home with CarelonRx Pharmacy.
- Update account information.
- Download a digital ID card.
- Chat with a Pharmacy Member Services representative.
- Use the **Price a Medication** tool.

For more helpful information and answers to common questions, visit **carelonrx.com** and send a secure message or open a live chat session. You can also call us at the Pharmacy Member Services phone number on your member ID card. We're always here for you.

It's important we treat you fairly

That's why we follow Federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on the back of your ID card for help (TTY: 711)

If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our CarelonRx Compliance Coordinator in writing to Attn: CarelonRx Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TTY: 1- 800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Get help in your language

Separate from our language assistance program, we make documents available in alternate formats for members with visual impairments. If you need a copy of this document in an alternate format, please call the Customer Service number on the back of your ID card.

You have the right to get this information and help in your language for free. Call the Customer Service number on your ID card for help. (TTY/ TDD: 711)	English
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Usted tiene derecho a obtener esta información y ayuda en su idioma de forma gratuita. Llame al número de Servicio al Cliente en su tarjeta de identificación para pedir ayuda. (TTY / TDD: 711)	Spanish
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您有權免費獲得此信息並以您的語言提供幫助。撥打身份證上的客戶服務電話以獲取幫助。(TTY / TDD : 711)	Chinese
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Tem o direito de receber gratuitamente estas informações e ajuda no seu idioma. Ligue para o número dos Serviços para Membros indicado no seu cartão de identificação para obter ajuda. (TTY/TDD: 711)	Portuguese
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Masz prawo do bezpłatnego otrzymania niniejszych informacji oraz uzyskania pomocy w swoim języku. W tym celu skontaktuj się z Działem Obsługi Klienta pod numerem telefonu podanym na karcie identyfikacyjnej. (TTY/TDD: 711)

Polish

Bạn có quyền nhận thông tin này và trợ giúp bằng ngôn ngữ của bạn miễn phí. Gọi số Dịch vụ khách hàng trên thẻ ID của bạn để được giúp đỡ. (TTY / TDD: 711)

Vietnamese

May karapatan kang makuha ang impormasyong ito at makakatulong sa iyong wika nang libre. Tawagan ang numero ng Serbisyo ng Customer sa iyong ID card para sa tulong. (TTY / TDD: 711)

Tagalog

귀하는이 정보를 얻고 무료로 귀하의 언어로 도움을받을 권리가 있습니다. ID 카드의 고객 서비스 번호로 전화하십시오. (TTY / TDD : 711)

Korean

Դուք իրավունք ունեք ստանալ այս տեղեկությունները եւ օգնել ձեր լեզվով անվճար: Ձանգահարեք Հաճախորդների սպասարկման համարը ձեր ID քարտի համար: (TTY / TDD: 711)

Armenian

شما حق دارید این اطلاعات را دریافت کنید و به زبان خود به صورت رایگان کمک کنید. برای کمک به شماره تلفن مشتری در کارت شناسایی خود تماس بگیرید. (TTY / TDD: 711)

Persian (Farsi)

Вы имеете право бесплатно получать эту информацию и помощь на вашем языке. Позвоните по номеру обслуживания клиентов на вашей идентификационной карте для помощи. (TTY / TDD: 711)

Russian

あなたはこの情報を手に入れ、あなたの言語で無料で手助けする権利があります。IDカードのカスタマーサービス番号に連絡してください。 (TTY / TDD : 711)

Japanese

لديك الحق في الحصول على هذه المعلومات والمساعدة بلغتك مجاناً. اتصل برقم خدمة العملاء على بطاقة الهوية الخاصة بك للحصول على المساعدة. (TTY / TDD: 711)

Arabic

ਤੁਹਾਡੇ ਕੋਲ ਇਹ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਅਤੇ ਮੁਫਤ ਵਿਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ
ਮਦਦ ਕਰਨ ਦਾ ਹੱਕ ਹੈ। ਸਹਾਇਤਾ ਲਈ ਆਪਣੇ ID ਕਾਰਡ 'ਤੇ ਗਾਹਕ ਸੇਵਾ ਨੰਬਰ 'ਤੇ
ਕਾਲ ਕਰੋ (TTY / TDD: 711)

Punjabi

អ្នកមានសិទ្ធិទទួលបានព័ត៌មាននេះនិងជួយក្នុងភាសារបស់អ្នកដោយ
ឥតគិតថ្លៃ។ ហៅទូរស័ព្ទទៅលេខសេវាអតិថិជននៅលើប័ណ្ណសម្គាល់ខ្លួន
របស់អ្នកសម្រាប់ជំនួយ។ (TTY / TDD: 711)

Cambodian

Koj muaj cai tau txais cov ntaub ntawv no thiab pabcuam koj hom
lus dawb. Hu rau Cov Tub Sawv Cev Pab rau ntawm koj daim
npav ID rau kev pab. (TTY / TDD: 711)

Hmong

आपको यह जानकारी पाने और अपनी भाषा में मुफ्त में मदद करने का अधिकार
है। मदद के लिए अपने आईडी कार्ड पर ग्राहक सेवा नंबर पर कॉल करें।
(TTY / TDD: 711)

Hindi

คุณมีสิทธิที่จะได้รับข้อมูลนี้และช่วยในภาษาของคุณได้ฟรี
โทรไปที่หมายเลขบริการลูกค้าบนบัตรประจำตัวประชาชนของ
คุณเพื่อขอความช่วยเหลือ (TTY/TDD: 711)

Thai

ທ່ານມີສິດທີ່ຈະໄດ້ຮັບຂໍ້ມູນນີ້ແລະຊ່ວຍໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ.
ໃບຫາເບີບໍລິການລູກຄ້າໃນບັດປະຈຳຕົວຂອງທ່ານເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ.
(TTY / TDD: 711)

Laotian

Vous avez le droit d'accéder gratuitement à ces informations et à
une aide dans votre langue. Pour cela, veuillez appeler le numéro
des Services destinés aux membres qui figure sur votre carte
d'identification. (TTY/TDD: 711)

French

Ou gen dwa pou resevwa enfòmasyon sa a ak asistans nan lang ou
pou gratis. Rele nimewo Manm Sèvis la ki sou kat idantifikasyon ou
a pou jwenn èd. (TTY/TDD: 711)

Haitian

Hai il diritto di ottenere queste informazioni e aiutare nella tua
lingua gratuitamente. Chiama il numero del servizio clienti sulla tua
carta d'identità per aiuto. (TTY / TDD: 711)

Italian