



FREQUENTLY ASKED QUESTIONS

IPC CO-PAY ASSISTANCE PROGRAM

In keeping with our efforts to provide a robust, yet cost-effective, prescription drug program for you and your family, City of Jacksonville has retained PillarRx Consulting, LLC to implement the IPC Copay Assistance Program.

FAQ

WHAT IS CO-PAY ASSISTANCE?

Copay assistance is a process in which drug manufacturers provide financial support to patients by covering all or most of the copay applied to a specialty medication.

WHO IS IPC CO-PAY ASSISTANCE?

The IPC Copay Assistance Program is a team of professionals that assists members in obtaining copay assistance from drug manufacturers to reduce their out-of-pocket expenses for eligible medications. Using the IPC Copay Assistance program may result in a savings for you and your family.

HOW WILL THE IPC CO-PAY ASSISTANCE PROGRAM SAVE ME AND MY HEALTH PLAN MONEY?

Currently, you must pay a higher coinsurance for specialty medications. Enrolling in copay assistance with the specialty medication manufacturer will substantially reduce or completely cover your payment for the medication as well as the amount your Plan pays.

This means that City of Jacksonville will save money because it will be covering a smaller percentage of the cost of certain specialty medications. Likewise, because you will be receiving copay assistance that will cover all or a portion of your out-of-pocket costs, you may pay less as well.

WHAT CAN I EXPECT FROM THE IPC CO-PAY ASSISTANCE TEAM?

If you currently take one or more medications for which copay assistance is available, you can expect a phone call from IPC Copay Assistance Team to help you enroll in the applicable copay assistance program. The Team will continue to monitor your claims while you are taking your specialty medication and check in periodically to ensure that your copays are processing as expected and applied to your out-of-pocket costs appropriately.



WHAT ELSE DO I NEED TO KNOW?

Your Plan applies your out-of-pocket prescription costs to your annual out-of-pocket maximum. Most of your copay will be paid for by the copay assistance program. Any portion of the copay paid by you must be submitted to ensure your actual out-of-pocket expenses are credited toward your out-of-pocket maximum. Please submit your pharmacy receipt to the following:

✉ EMAIL

receipts@PillarRx.com

Attn: IPC Copay Assistance Program

📍 ADDRESS

PillarRx Consulting

Attn: IPC Copay Assistance Coordinator

1839 Lake St. Louis Blvd

Lake St. Louis, MO 63367

This will allow the Plan to better monitor the actual out-of-pocket expenses you've incurred when determining whether you have reached the applicable maximum annual out-of-pocket limit. Any copay assistance you receive will not qualify for and cannot be applied to your total out-of-pocket limit for the year. In addition, if City of Jacksonville is not informed of any copay assistance you may have received, we have the right to recover amounts improperly credited to your out-of-pocket limit, or improperly paid by the Plan under the mistaken belief you have reached your out-of-pocket limit. Please contact the IPC Copay Assistance Team at 636-614-3126 with questions.

WHAT DO I NEED TO KNOW IF MY PRESCRIPTION PLAN REQUIRES A DEDUCTIBLE?

Your Plan applies your out-of-pocket prescription costs to your annual deductible. Most of your copay will be paid for by the copay assistance program. Any portion of the copay paid by you must be submitted to PillarRx to ensure your actual out-of-pocket expenses are credited toward your deductible. This will allow the Plan to better monitor the actual out-of-pocket expenses you've incurred when determining whether you have reached the applicable deductible. Any copay assistance you receive will not qualify for and cannot be applied to your total deductible limit for the year. In addition, if City of Jacksonville is not informed of any copay assistance you may have received, we have the right to recover amounts improperly credited to your deductible, or improperly paid by the Plan under the mistaken belief you have reached your deductible.