

## Prescription Q&A

- 1. Will I get a new ID card?** You will receive a new ID card from Aetna. The ID card will have the medical and prescription coverage combined on the card. Be sure to show this new ID card the first time you visit the pharmacy on or after July 1, 2022.
- 2. What do I need to do when I go to pick up a prescription at the pharmacy?** For either a new prescription or a prescription refill at the pharmacy you will only need to remember to show your new Aetna ID card in order to receive it.
- 3. How do I transfer my mail order prescriptions?** For an existing mail order prescription, you will need to request a new prescription from your prescribing provider for a 90-day supply with 3 refills. This will need to be submitted to CVS/Aetna. The forms can be found on our [Benefits Online](#) website.
- 4. Can my doctor submit my mail order prescriptions directly to CVS/Aetna mail order pharmacy?** Yes, your doctor can submit mail order prescriptions directly to CVS/Aetna mail order pharmacy by using an e-prescribing service, using the Aetna provider portal or by faxing to 877-270-3317.

You must first set up your mail order account by either using the [Aetna Member Portal](#) or by using the [Mail Service Order Form](#). It is important to note that mail order prescriptions cannot be submitted prior to the July 1, 2022 effective date. More information is listed in the [Benefits Online](#) website.

- 5. Is the formulary that is used by Benecard for the NJEHP prescription the same as the Aetna formulary?** Every carrier has their own formularies. The CVS/Aetna formularies can be found on [Benefits Online](#) website.

6. ***If I had to have a prescription pre-authorized through Benecard will I need to have it pre-authorized again by CVS/Aetna? There is a good possibility if your current prescription needed to be pre-authorized CVS/Aetna will be following the same protocol.***
7. ***Is CVS the only pharmacy that we can use? No, go to [aetna.com](http://aetna.com) and click on “Find a Pharmacy” to locate a pharmacy near you. Under “Select a Plan”, select Aetna National Pharmacy Network.***
8. ***Upon retiring, will the prescription plan be made available to retirees even if not eligible for medical benefits? If you have under 25 years of service in the NJ pension system, you will be eligible to continue both medical and prescription coverage as a self-pay retiree. You will be responsible for 100% of the cost of the plan.***

*If you have more than 25 years of service in the NJ pension system, you will be eligible for subsidized retiree coverage through the School Employees’ Health Benefits Program.*

9. ***I order 90 tablets of a name brand medicine for \$15. What will be the mail order copay on the new prescription plan? The benefits are set up to be equal to or better than the current BeneCard benefits. The mail order copayment would be based on if the medication is considered a generic or brand name medication. Copies of the prescription formularies to determine which tier your medication falls under can be found on [Benefits Online](#) website.***
10. ***What are formularies, and is there a comparison of the two plans prescription formularies? A prescription formulary is a list of prescription drugs coverage by a prescription plan. The prescription formulary will list whether the medication is a generic or brand name medication. While there is no direct side by side comparison of each prescription formulary, there is a listing of each formulary in the [Benefits Online](#) website.***

**11. Can employees be provided a direct comparison of excluded drugs?** While there is no direct side by side comparison of each prescription formulary, there is a listing of each formulary in the [Benefits Online](#) website. Here you can search to see if your medication is covered.

**12. Will we have to pay full price for brand name drugs?** The NJ Educators and Garden State Health plan require mandatory generic medications. This is where the cost to fill a brand medication, when a generic equivalent is available, is the difference in cost between the generic and brand, plus the brand copay.

*If you are enrolled in any other plan and your doctor indicates Dispense as Written on the prescription, you will be able to obtain the brand name medication without paying the cost difference between the generic and the brand name medication. Some medications will require a prior authorization.*

**13. Will we have to pay full price for brand name drugs?** You will only need to pay full price for covered brand name drugs if:

*You are in the NJ Educators or Garden State Health plan and your brand name medication has a generic equivalent. If this is the case, your doctor would need to obtain an authorization in order for you to obtain the brand name medication subject to the brand name copay. As a reminder, these plans are mandatory generic.*

*If you enrolled in any other health plan and your doctor does not indicate Dispense as Written on your prescription.*

14. ***What is the date when new ID cards will be going out to employees? CVS/Aetna advises that ID cards will be mailed to employee homes on June 20.***
15. ***What is the number of cards to be sent to each household? If you have a spouse, you will receive 2 cards per household. Each card can fit up to 5 names, so you will receive additional cards if there are more than 5 names. Otherwise, you will receive 1 card. For example, for a parent and 3 children, one ID card is issued. An employee and spouse will receive 2 cards. For an employee and wife with 2 children, 2 cards are issued.***
16. ***Can I still change my address and receive cards at my new address? You can change your address and Aetna can issue new ID cards. Keep in mind, you can download the [Aetna Health app](#) and view/save your ID card as soon as it is produced. Or you can log into the [Aetna Member Portal](#) and access your card.***
17. ***What are the phone numbers for support from Integrity/Aetna?***  
*Aetna Rx Member Services: (888) 792-3862*  
*Integrity Consulting Group: (888) 737-4313*
18. ***What is the contact information for Fourth of July weekend outside of the Perth Amboy Business Office and Human Resources?***  
*Aetna Rx Member Services: (888) 792-3862*  
*Integrity Consulting Group: (888) 737-4313*
19. ***What do I do in the event I do not receive my new cards by July 1? You can log into the [Aetna Member Portal](#) or [Aetna Health app](#) and view the ID card.***

For questions, feel free to contact Integrity Consulting Group:  
(888) 737-4313 or [customerservice@integritycg.com](mailto:customerservice@integritycg.com)

