



New Prescription Benefit Administrator Effective January 1, 2022

Baldwin County is pleased to announce a new prescription drug benefit administrator, MedOne, effective January 1, 2022. Below are some commonly asked questions and answers regarding your prescription drug benefit.

Will I get a new ID card?

In late December you will receive a Rx ID card. This card will contain MedOne prescription processing information. Please show this card to your pharmacist when you get a prescription filled on or after January 1, 2022, so your prescriptions are processed through MedOne.

Can I continue filling my maintenance medications through mail order?

Your new mail order vendor is MedOne Pharmacy Services January 1, 2022. If you would like to have your maintenance medications filled through mail order on or after January 1, 2022, please register on MedOne's website at www.medone-rx.com/members and select the 'Mail Order' option at the top of the page to begin registering and ordering your next prescription. Please allow 14 days for delivery of your medication.

How do I go about filling my specialty medication?

Specialty medications treat complex medical conditions such as psoriasis, cancer, and multiple sclerosis and often require specific handling and storage requirements. The plan requires members to utilize MedOne Pharmacy Services for filling specialty medications on or after January 1, 2022. If you are filling a specialty medication, we encourage you to call MedOne on or after December 15, 2021, at 1-888-884-6331. It is by this date that MedOne expects to have Baldwin County member information transferred into MedOne's system. When you call, we will ask you a few questions about your specialty medication in order to assist you in transferring your medication to MedOne Pharmacy Services.



Is my drug on the MedOne formulary?

MedOne's drug look-up tool allows you to view medications that are on your formulary along with formulary alternatives. Go to medone-rx.com/members/drug-lookup to access this tool and enter in BCSALBLDWN when prompted. If you are currently taking one of the non-covered medications, please contact your physician and request a new prescription for one of the covered alternatives to be filled on or after January 1, 2022. If you or your physician has questions about a medication or available alternatives, please call MedOne for assistance.

How do I use medone-rx.com?

You can register as a member on MedOne's website at members.medone-rx.com on or after January 1, 2022. To register, you will need your Participant/Cardholder ID number from your Rx ID card. You will be able to access information and a variety of tools including a drug finder tool, formulary information, claim forms, MedOne mail order forms, claim history reports, and more. If you need help with registration or have questions about how to use the member portal, please call MedOne at 1-888-884-6331.

Will I need a prior authorization for my medication?

Your prescription benefit plan may include clinical programs and plan edits for specific medications or therapy classes. Prior authorization (otherwise known as pre-approval) may be needed to ensure safe and effective medication therapies are provided while keeping healthcare costs low for you and the plan. In some cases, certain medications that may not be covered under your plan and lower-costing equivalent or alternative medications are made available. We encourage you or your pharmacist to call a MedOne Member Advocate at 1-888-884-6331 if you are prescribed a new medication in order to determine coverage status.

What do I do if I have issues filling my prescription on or after January 1, 2022?

Your plan has chosen programs and edits on select medications or therapy classes, however a rejection at the pharmacy does not necessarily mean your medication is not covered. Rather, your medication may be subject to review and approval. If your pharmacist advises there is an issue, **please ask them to call MedOne at 1-888-884-6331 to speak to one of our Member Advocates. Our Member Advocates will work quickly to resolve any issue the pharmacy is experiencing. This number is also located on your Rx ID card. We are happy to assist!**