



Health Solutions



Mendocino County Schools (Staywell) Plan Members,

Welcome to Costco Health Solutions, your new prescription benefit provider, effective 2/1/2022.

Costco Health Solutions is excited about the opportunity to provide you with our full service pharmacy benefits. You will now have access to more than 64,000 retail pharmacies nationwide, including Costco pharmacies. A membership is **not** required to utilize Costco retail or mail order pharmacies. To find an in-network retail pharmacy, including Costco locations, near you please visit: [www.costcohealthsolutions.com](http://www.costcohealthsolutions.com).

Your pharmacy benefit allows you the option to fill your 90 day maintenance medications at any **Costco retail pharmacy** under the same benefit as the **Costco Mail Order Pharmacy**. Please refer to the table below that outlines the copay structure of your prescription drug plan. If you have questions regarding your benefit, please call Costco Health Solutions Customer Care at: **1-877-908-6024**. For additional information about Costco Health Solutions and your prescription benefit please visit: [www.costcohealthsolutions.com](http://www.costcohealthsolutions.com).

Active PPO	30 DS Retail & Costco	90 DS Retail & Costco	30 DS Costco Specialty	Deductible (Rx only)	Max Out of Pocket (Rx Only)
Tier 1	\$10	\$20	20% (max \$150)	\$150	Ind.: \$4,500
Tier 2	\$30	\$60			Fam.: \$9,000
Tier 3	\$50	\$100			

Retiree PPO	30 DS Retail & Costco	90 DS Retail & Costco	30 DS Costco Specialty	Deductible (Rx only)	Max Out of Pocket (Combined)
Tier 1	\$10	\$20	20% (max \$150)	\$150	Ind.: \$4,500
Tier 2	\$30	\$60			Fam.: \$9,000
Tier 3	\$50	\$100			

\*DS = Day Supply

To prevent any errors from being exchanged, please discard all your previous medical and/or pharmacy card(s) as you will be replacing them with new card(s) you will receive in the mail from Lucent Health (877-382-8587). The prescription benefit is on your medical card(s) and if you attempt to fill a prescription using your old card(s), you will be incorrectly informed that your prescription coverage has lapsed.

**Costco Mail Order/Online Pharmacy**

Under your new prescription benefit program, Costco Mail Order is your new mail order service provider. Please be advised you will need to obtain **new prescriptions** from your physician(s) for your 90-day supplies. If you need to start your medication immediately or do not have a minimum two week supply on hand, please request two prescriptions from your physician(s); one for a short-term supply to fill at a local retail pharmacy and one for a 90-day supply (with refills) to be submitted to Costco Mail Order.

You have 2 options for using Costco Mail Order service:

1. Traditional mail order service – where all orders are placed either with a live representative over the phone, through our call-in automated refill option, or by mail.
2. Online self-service ordering – where orders can be placed online at [pharmacy.costco.com](http://pharmacy.costco.com); this is done by registering each family member online (under a separate email address) and completing the patient profile.

If you have questions on how to get started using the Costco Mail Order Pharmacy please either contact the pharmacy at **1-800-607-6861**, Monday-Friday 5am to 7pm and Saturday 9:30am to 2pm PST, or by visiting our website at [pharmacy.costco.com](http://pharmacy.costco.com).

### **Costco Specialty Services**

Costco Specialty Pharmacy is your exclusive specialty benefit provider. Costco Specialty Services provides personalized care and dedicated pharmacists, essential for a successful therapy. The quality of service goes beyond the traditional retail pharmacy, helping you receive the appropriate treatment for your specialty medication.

Since specialty medications can be more difficult to manage, Costco Specialty Services offers the following patient support services at no charge:

- Personalized support to help you achieve the best results from your prescribed therapy.
- Assistance with your specialty medication refills and convenient delivery to your home or prescriber's office.
- Easy access to a Care Team who can answer medication questions, provide educational materials about your condition, help manage any potential side effects, and provide confidential support - all with one toll-free phone call.
- A Specialty Copay Assistance Program is offered to help manage high cost specialty medications for you and your plan by utilizing manufacturer coupons. Any specialty drug Copay Assistance Program that is paid by a drug manufacturer will not count towards your deductible or out-of-pocket maximum.

If you have any questions on how to take advantage of these complimentary patient support services, please call Costco Specialty Services toll free at **1-866-443-0060**.

### **Complaints, Appeals, and Questions**

If you have a concern or need assistance, please call our Customer Service Help Desk at **1-877-908-6024**. Please refer to the Summary Benefit Plan provided by your employer or contact your employer's Health Benefits Coordinator for instructions on how to file a grievance with your plan or appeal a coverage determination.

If you have any questions regarding your prescription drug benefit, please call the Costco Health Solutions Customer Service Help Desk at **1-877-908-6024**. We are available 24 hours a day 7 days a week.

Sincerely,

**Costco Health Solutions**