

MedsYourWay Home Delivery

Frequently Asked Questions

April 14, 2022



#	Questions/Concerns	Response
1.	What is MedsYourWay™?	<p>A new mail order pharmacy joining the Blue Cross and Blue Shield of Minnesota (Blue Cross) mail order network effective April 1, 2022.</p> <p>MedsYourWay™ is powered by Amazon Pharmacy and is a full-service pharmacy. MedsYourWay™ can fill most common prescriptions—and offers discreet delivery right to your door.</p>
2.	What are the features of MedsYourWay™?	<ul style="list-style-type: none">• A breakthrough consumer shopping experience with simplified sign-up, onboarding and a personalized pharmacy experience designed to work with members' benefits• Flexibility in cost through offering two options that a member can choose from when purchasing their mail order drugs<ul style="list-style-type: none">○ Standard mail order benefit cost option○ Drug discount card (DDC) cost option• MedsYourWay™ purchases (for both options listed above) accrue toward a member's out-of-pocket maximums (exception noted in Q's# 27, 28, 29 below).• Members can order and manage prescriptions through the easy-to-use Amazon environment• 90-day prescription option if member's plan allows 90-day fills• Customer promise delivery guarantee with status updates for fills, refills and shipping
3.	What makes MedsYourWay™ unique?	<p>MedsYourWay™ provides a "best-of" pricing shopping experience by offering a standard mail order benefit cost option and a drug discount card (DDC) cost option</p> <ul style="list-style-type: none">• Standard mail order benefit cost option<ul style="list-style-type: none">○ Applies member's plan mail order benefits/cost share to the drug (i.e., copays, deductible, coinsurance)○ Cost share paid by the member will apply to their plan's out of pocket maximum• DDC cost option<ul style="list-style-type: none">○ Offers discounted rates for prescription drugs when available<ul style="list-style-type: none">▪ Members may save up to 80% on brand and generic medicines○ Members using the DDC cost option will pay the full cost of the discounted rate; the plan's mail order benefits/coverage will not be applied<ul style="list-style-type: none">▪ The member will pay the discounted rate/cost of the drug out of pocket▪ Blue Cross does not apply plan benefits to any portion of the discounted rate/cost of the drug

MedsYourWay Home Delivery

Frequently Asked Questions

April 14, 2022



#	Questions/Concerns	Response
		<ul style="list-style-type: none"> ○ Members who choose to use the DDC option may pay less than they would have, had they used their plan's mail order benefits ○ While Blue Cross does not apply plan benefits to this option, the full amount paid by the member will apply to the member's Blue Cross plan's out of pocket maximum (unless the member purchases a "non-covered" drug using the drug discount card as noted in scenarios defined in Q's# 27, 28, 29, below) <ul style="list-style-type: none"> ▪ If the member is still in their deductible phase, the member is responsible for 100% of the cost of the claim, so the dollars from a DDC claim will come through in the DED field. After the deductible is met, then the dollars will populate in the % Copay field. ▪ Amount applied to the member's out-of-pocket maximum will apply as "Deductible" while the member is in their deductible phase and "% copay" when member has met their deductible threshold.
4.	Is a member required to switch to MedsYourWay™?	No. Members will have the option to choose which mail order pharmacy they would like to use; Express Scripts or MedsYourWay™.
5.	What are the hours of operation for Amazon Pharmacy Pharmacists?	<p>Amazon Pharmacy pharmacists are available twenty-four hours a day, seven days a week, three hundred sixty-five days a year.</p> <p>For questions regarding eligibility, benefits, coverage, requirements, etc., please call the number on the back of your Blue Cross member ID card.</p> <p>For questions or requests regarding Amazon Pharmacy registration or log-in, how to navigate the Amazon Pharmacy site, how to add drugs to your cart or check drugs out/pay for your drugs, you may contact Amazon Pharmacy at: 855-206-0372.</p>
6.	Is Amazon Pharmacy trustworthy?	<p>Yes, Amazon Pharmacy is a fully accredited pharmacy with home delivery.</p> <p>Amazon Pharmacy holds the Utilization Review Accreditation Commission (URAC) and National Association of Boards of Pharmacy (NABP) Accreditation.</p> <p>Amazon Pharmacy's knowledgeable pharmacists are available twenty-four hours a day, seven days a week, three hundred sixty-five days a year to answer questions about medicines.</p>

MedsYourWay Home Delivery

Frequently Asked Questions

April 14, 2022



#	Questions/Concerns	Response
7.	What is the difference between Amazon Pharmacy and PillPack by Amazon Pharmacy?	<p>Amazon Pharmacy offers a MedsYourWay™ drug discount card seamlessly built into the experience and shows comparison pricing to help you save time and money.</p> <p>PillPack is a separate service that is not currently available within the Amazon Pharmacy experience. PillPack delivers medicines using pre-sorted packets to simplify medicine management. Also, PillPack does not include the MedsYourWay™ drug discount card pricing.</p>
8.	How does a member sign-up?	<p>Signing up at Amazon Pharmacy is easy. After April 1, 2022, you can simply go to www.amazon.com/bluecrossmnMYW or www.amazon.com/bluecrossmnmyw to register. And since your insurance plan is working with Amazon Pharmacy, your prescription history can be pre-populated with your permission, to make registration easier.</p> <p>For additional questions regarding the Amazon Pharmacy registration process, you can call Amazon Pharmacy at 855-206-2430.</p>
9.	Is there a delivery/ shipping fee with Amazon Pharmacy?	<p>No. Amazon Pharmacy does not charge customers for standard shipping.</p>
10.	What is the delivery process?	<p>All of your prescription orders received by Amazon Pharmacy will be delivered to your preferred address on or before the Customer Delivery Promise Date, which you will see at checkout.</p> <ul style="list-style-type: none">• Amazon Prime members get 2-day free shipping• All others get 5-day free shipping but can request 2-day delivery for \$5.99.
11.	Does Amazon Pharmacy offer automatic refills of a member's prescription?	<p>Automatic refills are not currently available at Amazon Pharmacy. However, Amazon Pharmacy will notify you when it's time to refill your medicine and make it easy for you to place a refill request.</p>
12.	How are my current prescriptions transferred to Amazon Pharmacy?	<p>If you decide to use Amazon Pharmacy for home-delivery of your medicines, Amazon Pharmacy will contact your doctor and request new prescriptions for the medicines you want transferred.</p> <p>Once prescriptions are received by Amazon Pharmacy you will be notified that you can return to your Amazon Pharmacy account online to order your prescription fill.</p>
13.	Are prescribed over-the-counter medicines (OTCs) available as part of Amazon Pharmacy?	<p>Not at this time. Prescribed over-the-counter drugs (OTCs) will be available at Amazon Pharmacy sometime in late 2022.</p>
14.	Will I be able to talk with a pharmacist?	<p>You will have access to a pharmacist twenty-four hours a day, seven days a week, three hundred sixty-five days a year, by calling 855-206-</p>

MedsYourWay Home Delivery

Frequently Asked Questions

April 14, 2022



#	Questions/Concerns	Response
		2430.
15.	How are refrigerated medicines shipped from Amazon Pharmacy?	Medicines requiring refrigeration will be shipped separately from other medicines in a temperature-safe package.
16.	Does Amazon Pharmacy offer a payment plan option?	No.
17.	Can I get 90-day fill on my medicines?	Yes, if your prescription is eligible for 90-day fills, you can get 90-day fills of your prescription medicines at Amazon Pharmacy.
18.	Do I have to be an Amazon Prime member to use MedsYourWay™?	No, you can access Amazon Pharmacy without an Amazon Prime membership.
19.	Will I need an Amazon account to use MedsYourWay™?	Yes, you must have an Amazon account to create an Amazon Pharmacy account and use MedsYourWay™.
20.	Can others on my Amazon account access my pharmacy account?	<p>You can add a secure PIN to keep your pharmacy account private within the same Amazon account.</p> <p>For assistance with setting up a secure PIN, please contact Amazon Pharmacy at 855-206-2430.</p>
21.	How does my doctor send a prescription to Amazon Pharmacy?	<ul style="list-style-type: none">• E-SCRIBE Amazon Pharmacy 001• FAX 512-884-5981• CONTACT US 855-745-5725, ext. 3
22.	How is the MedsYourWay™ drug discount card (DDC) price for generic or non-specialty medicines beneficial to members?	<p>With the MedsYourWay™ prescription drug discount card, you can save up to 80% on brand and generic medicines. It is seamlessly built into the Amazon Pharmacy experience which allows you to compare pricing and save time and money.</p> <p>Even though the DDC cost option does not apply your plan's benefits, using it to purchase medicines covered by your plan may be a lower cost to you than using your plan's mail order benefit. Also, any amount you pay for your mail order drugs using this option will count toward your out-of-pocket maximum (exceptions noted in Q's# 27, 28, 29 below).</p>
23.	How do I get the MedsYourWay™ drug discount card (DDC)?	You will not receive a physical drug discount card. Once you sign up at Amazon Pharmacy, a MedsYourWay™ a virtual drug discount card will be automatically created for you in your account settings.
24.	I placed a medicine in my cart but did not proceed to checkout. It looks like a claim was processed. Why did this happen? I didn't click "place your order".	To display the most accurate price at checkout, Amazon Pharmacy sends a claim to your insurance company when a medicine is put in your cart.

MedsYourWay Home Delivery

Frequently Asked Questions

April 14, 2022



#	Questions/Concerns	Response
		If you choose not to checkout with this medicine, the claim will be reversed. This will happen automatically after 10 days for any medicine left in your cart, or when you remove the item from your cart.
25.	I'm trying to fill a prescription at a pharmacy (retail brick & mortar), but my pharmacist says I've already filled it. The pharmacy is getting a "Refill Too Soon" notice. I haven't filled it, what's going on?	If you have medicine in your cart at Amazon Pharmacy, this may be causing a 'Refill Too Soon' denial when trying to fill the prescription at another pharmacy. You can choose to continue checkout with Amazon Pharmacy and have the medicine delivered or if you would prefer to pick up your medicine at a local pharmacy, you must first remove the medicine from your Amazon Pharmacy cart and then ask the local pharmacy to fill your prescription." *Note: Double check that you have set up your Amazon Pharmacy account or confirm that you have not left a drug in your Amazon Pharmacy cart.
26.	I'm trying to check how much I have left on my deductible and out-of-pocket maximum, but the dollar amount doesn't look right. Somedays it goes up and then somedays it goes back down. What's going on?	Since a benefit of shopping for your medicines at Amazon Pharmacy is automatic integration with your health plan, your deductible and accumulator calculations will fluctuate when you add or remove items in your Amazon Pharmacy shopping cart. Your account(s) will be adjusted based on what medicines you actually order and receive from Amazon Pharmacy. For any medicines that you add to your cart but choose not to order, Amazon Pharmacy will reverse any claims created initially when you placed the item in your cart. " *Note: Double check that you have set up your Amazon Pharmacy account or confirm that you have not left a drug in your Amazon Pharmacy cart.
27.	I added a medicine to my cart and learned it requires special authorization (i.e., prior authorization [PA], step therapy review, quantity limit review, formulary exception review) – what happens now?	Amazon Pharmacy will reach out to your insurance plan and the prescriber to seek authorization. The prescriber will complete an authorization request form and based on your health plan's rules, the medicine may be approved or denied. Amazon Pharmacy will notify you when an approval or denial is received. You will also receive a letter in the mail with the results from your health plan (insurance provider). If the authorization request is approved, you may proceed with choosing between the standard mail order benefit cost option or the drug discount option. If the authorization request is denied, and you choose to proceed with purchasing the drug, it must be purchased under the drug discount option, which means you will not have the option to have your standard mail order benefits applied. In addition, drugs purchased through the drug discount option that are not covered by the plan (i.e., drug is non-

MedsYourWay Home Delivery

Frequently Asked Questions

April 14, 2022



#	Questions/Concerns	Response
		formulary and member has closed formulary, PA/quantity limit/step therapy request denied, drug is a plan exclusion, etc.) will not apply towards your out-of-pocket maximum.
28.	I used the MedsYourWay™ drug discount card price option to purchase a medicine that required special authorization from my health plan. I have since received a notice that my plan has since approved the authorization. I want to reverse the purchase and repurchase the drug using my plan's standard mail order benefit. How do I do that?	In this instance, reach out to Amazon Pharmacy Customer Care at 855-206-2430 and ask them to reverse the claim and resubmit it using your health plan (insurance). You will be refunded for the original purchase and rebilled using your standard mail order benefit option. Once adjusted, your plan benefits will be applied and any amount you pay will apply towards your plan's out of pocket maximum and/or deductible.
29.	I used the MedsYourWay™ drug discount card option to purchase a medicine that required specialty authorization from my health plan. I received a notice that my plan has since approved the authorization. How come it didn't apply to my out-of-pocket maximum?	If there is not an approved authorization on file at the time of purchase for a drug that requires authorization, the drug is considered non-covered, in accordance with your plan's coverage. This means that any cost you pay out of pocket will not accumulate towards your out-of-pocket maximum. Once an approved authorization is on file, you can have to drug re-run by Amazon Pharmacy to ensure any cost you pay will apply towards your out-of-pocket accumulation. If you'd like to request your drug be re-run, please call Amazon Pharmacy Customer Care at 855-206-2430.
30.	Can I receive all their medications through Amazon Pharmacy?	To date, Amazon Pharmacy has been able to fill all maintenance meds with exception of schedule II-controlled substances.
31.	Will prior authorizations (PA) transfer over to Amazon Pharmacy?	Yes. Amazon Pharmacy will contact Prime Therapeutics and your prescriber to facilitate the PA transfer and notify the member when their prescription has been approved and can be purchased.
33.	If I put a drug in my shopping cart that requires authorization that is not yet on file - will I receive any type of messaging advising they can't check out until that's complete?	Messaging will be provided in the Cart about any authorization requirements. Amazon Pharmacy will provide an SLA for when the member should expect the authorization to be complete and message the member that if they purchase with the DDC the purchase will not count towards deductible and/or OOM.
34.	If I choose to use the Drug Discount Card option, only the amount I pay is applied towards my plan's out of pocket, correct?	This is correct. The member would choose either the plan benefit price or the cash price using the DDC. If they use the DDC to purchase a covered and eligible drug then the cash price would go against the

MedsYourWay Home Delivery

Frequently Asked Questions

April 14, 2022



#	Questions/Concerns	Response
		<p>OOP/Deductible.</p> <ul style="list-style-type: none">• If the member is still in their deductible phase, the member is responsible for 100% of the cost of the claim, so the dollars from a DDC claim will come through in the DED field. After the deductible is met, then the dollars will populate in the % Copay field.• Amount applied to the member's out-of-pocket maximum will apply as "Deductible" while the member is in their deductible phase and "% copay" when member has met their deductible threshold.
35.	What happens if my drug requires a PA/ST/QL and I do not have the required approval on file?	The drug is considered non-covered and as such, any amt paid will not apply to the member's out of pocket maximum