

Welcome to Capital Rx

Your new pharmacy benefit manager
beginning January 1, 2023.



Outlined below are some questions and answers to help you better navigate your **Vanderbilt University** pharmacy benefit offered to you by Capital Rx, your prescription benefit provider. For additional questions, please contact your dedicated Capital Rx Customer Care team at **1-833-599-0942**. We are available 24 hours a day, 7 days a week to answer any questions you may have about your prescription benefit plan. **Please note:**

We are excited to serve you! All online tools and customer care support will be available beginning 1/1/2023.

Who is Capital Rx?

Answer: Capital Rx is a next generation pharmacy benefit manager, overseeing prescription benefit plans on behalf of employers, unions, and you - our members. We work hard every day to ensure your prescription plan is cost-effective while never losing sight of our ultimate mission: your health. [Check out our video to learn more about who we are!](#)

What is a Pharmacy Benefit Manager (PBM)?

Answer: A pharmacy benefit manager (PBM) processes prescription drug claims on behalf of you and your plan sponsor (usually your employer, union, etc.). To provide this service, we contract and negotiate with retail pharmacies and pharmaceutical manufacturers to provide the right balance of drug access and cost-effectiveness.

Can I still fill my prescriptions at my preferred pharmacy with Capital Rx?

Answer: Capital Rx maintains [a national network of more than 60,000 pharmacies](#) including all national chains and most independent pharmacies. However, with some prescription benefit plans, certain pharmacies may be excluded from the network. To confirm the network status of your preferred pharmacy, please log in to our [member portal](#) and click on **Nearby Pharmacies** to find a pharmacy near you. Once you arrive at the pharmacy, don't forget to show the pharmacist your ID card to ensure you only pay the out-of-pocket cost associated with your prescription benefit plan. For any additional questions, please contact Capital Rx at **1-833-599-0942**.

Is my current (or new) prescription covered by Capital Rx?

Answer: Your coverage for each prescription drug is outlined on our formulary (i.e., preferred drug list). Although most prescription benefit plans use one of our normal formularies, some plan sponsors require customization to best serve the needs of their membership. To confirm the coverage status of a medication - including if a prior authorization, step therapy, or quantity limit applies - please consult the formulary specific to your prescription benefit plan by logging into our [member portal](#) to learn more about copays and coverage information.

How do I know what my out-of-pocket cost (i.e., copay or coinsurance) will be with Capital Rx?

Answer: You can easily view expected medication cost by logging into the [member portal](#) and click the **best price** icon. Enter the name of the medication in the drug name field. Define specific options using the drop downs for type, form, dosage, and quantity. Click on the **find lowest price** icon. A list of local pharmacies will be provided along with the expected cost for the specified medication.

How do I request reimbursement for my pharmacy claim if it did not process through my pharmacy benefit?

Answer: If for any reason you were unable to apply your prescription benefit to fill a prescription, you can make a request for reimbursement by completing our [Direct Member Reimbursement \(DMR\) form](#) and mailing it to the below address, along with the original receipt from the pharmacy (please make a copy for your own records). It is important that you provide us with as much detail as possible so that we can process your claim appropriately for reimbursement. Depending on your plan's elections, you may be reimbursed directly for covered prescriptions.

Capital Rx, Inc.

Attn: Claims Department
228 Park Avenue South, Suite 87234
New York, NY 10003-1502

Is mail order delivery right for me? If so, how do I enroll?

Answer: If you have a prescription for a maintenance medication (i.e., long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol), mail order delivery may be a great solution for you. You will find mail order provides greater savings on most prescription benefit plans and saves time typically spent traveling and waiting at a retail pharmacy. You can fill a 90-day prescription at any Vanderbilt Health Pharmacy, at your preferred retail pharmacy or through Walmart Home Delivery Pharmacy.

Getting Started with Walmart Home Delivery Pharmacy

Please reach out to your prescriber and update your mail order pharmacy provider as Walmart. Before prescriptions can be filled through Walmart Home Delivery, a profile needs to be created through one of the following options.

- **Phone:** Call **1-833-599-0942** and follow the prompts for medications delivered to your home.
- **Mail:** Send a completed order form to 1025 W. Trinity Mills, Carrollton, TX 75006. Blank forms are available on the Capital Rx [member portal](#).
- **Email:** email a completed order form to WMSRX@wal-mart.com.

Choose one of the following methods to request refills of current prescriptions or send new prescriptions to Walmart Home Delivery

- **E-prescribe:** Have your doctor e-prescribe to: **Walmart Pharmacy Mail Order 2625**.
- **Fax:** Have your doctor fax your prescription to **1-800-406-8976**. Faxed prescriptions may only be sent by a doctor's office and must include patient information and diagnosis for timely processing.

How do I check the status of my mail order prescription?

Answer: Mail order prescriptions are handled by Capital Rx's contracted mail order pharmacy. For up-to-date information on the status of your mail order prescription, call your dedicated Customer Care team at **1-833-599-0942**.

How do I fill my Specialty medication?

Answer: Specialty medications are a separate category of complex medications used to treat chronic, complex conditions including but not limited to hepatitis C, rheumatoid arthritis, HIV and multiple sclerosis. Specialty medications can be filled at **Vanderbilt Health Specialty Pharmacy**. To ask questions or get started with a new prescription, call **1-615-875-0080** for assistance. Experts are available Monday through Friday 7:00am-7:00pm CST or Saturday from 8:00am -12:00pm CST. Online resources are also available by visiting the Vanderbilt Health Specialty Pharmacy website at: <https://www.vanderbiltsspecialtypharmacy.com/patient>.

What if I need to fill a prescription and don't have my physical ID card at the pharmacy?

Answer: You can provide the pharmacy with your member ID and the following information. This should be all they need to process the claim.

- **RxBIN:** 610852
- **RxPCN:** CHM
- **RxGroup:** JD134

If the pharmacy is still unable to process, you can have them contact Capital Rx at **1-833-599-0942** or download a temporary pharmacy ID card on the website or mobile app.

How do I replace a lost ID card?

Answer: To request a replacement prescription ID card, please call us at **1-833-599-0942**. For immediate needs please log in to our member portal to view a screenshot of your ID card.

What retail pharmacies are considered in-network with Capital Rx?

Answer: You can locate an in-network pharmacy by logging into our [member portal](#). Select **Member Login** to register. Use the pharmacy locator search tool to view local options. You can also call your dedicated Capital Rx Customer Care team at **1-833-599-0942** for support.

What if I need to change retail pharmacies but I have an existing prescription?

Answer: Once you locate an in-network retail pharmacy, you can work with the new pharmacy to transfer your existing prescription. Contact the retail pharmacy you wish to change to and be prepared with the following information:

- Name and phone number of your previous pharmacy
- Prescription name and number from your medication label
- Capital Rx processing information

Please note: Prescriptions that are expired, have zero refills remaining or are for controlled substances are not eligible for transfer. Please work with your prescriber to request a replacement prescription to be sent to your new retail pharmacy.

What is a Prior Authorization (PA)?

Answer: A prior authorization (PA) is a feature of your prescription benefit plan that requires you and your physician to obtain approval before the prescribed medication can be dispensed by a retail or mail order pharmacy. This requirement exists to prevent inappropriate prescribing of certain medications and to ensure the lowest cost alternative is used (barring medical necessity). To submit a prior authorization (if required) please complete the [prior authorization request form](#) and fax it (along with any additional documentation required) to **1-833-434-0563**. Most prior authorization reviews are completed within two business days provided that a complete prior authorization request form and all required documentation are correctly submitted. Our clinical team will notify you in advance of any declinations and assist in expediting your patient to a preferred alternative therapy. Prior authorization request forms can also be sent via mail to the below address:

Capital Rx, Inc.

Attn: Prior Authorization Department

228 Park Avenue South, Suite 87234

New York, NY 10003-1502

For additional prior authorization questions, please call your dedicated Capital Rx Customer Care team at **1-833-599-0942** or the Prior Authorization department at **1-888-952-2779**.

What is a Step Therapy (ST)?

Answer: A step therapy (ST) is a feature of your prescription benefit plan that requires you try another medication (usually a generic) before being prescribed the medication designated with step therapy (usually a brand). This requirement exists to prevent inappropriate prescribing of certain medications and to ensure the lowest cost alternative is used. If your physician prescribes, or wants to prescribe, a medication designated with step therapy, please have them call your dedicated Capital Rx Customer Care team **1-833-599-0942**.

What is a Quantity Limit (QL)?

Answer: A quantity limit (QL) is a feature of your prescription benefit plan that only allows you to receive up to a maximum dosage or quantity for certain medications (e.g., opioids). Quantity limit requirements exist to ensure safe and effective doses are prescribed and to prevent waste, fraud, and abuse. If you and your physician require a dose or quantity beyond what the quantity limit allows, please submit a prior authorization, including medical justification for the larger dose or quantity.

How do I authorize a family member or care giver to manage my pharmacy benefits?

Answer: A Personal Health Information Disclosure form is available to allow members to manage and access your pharmacy benefits. To fill out and submit the form electronically, please click this link: [Personal Health Information Disclosure Form](#)

If you prefer, you can download the form and mail it back to the address below. To download, open the link above, select **Options** in the top left corner and click **Download PDF**.

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What formulary has Vanderbilt University selected and where can I find what medications are on it?

Answer: Vanderbilt University has selected the Capital Rx Liberty Formulary. This list of drugs is covered by your pharmacy prescription benefit. There are some drugs on this list that display as covered on the formulary but may not be covered if your plan does not include coverage of certain categories. You can check if your medication is covered by logging into the [member portal](#) and using the formulary look up tool. If you have any questions regarding your specific coverage, please call your dedicated Capital Rx Customer Care team **1-833-599-0942**.