

PHARMACY BENEFITS

Frequently asked questions.



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“

After arriving at the pharmacy, I was asked to pay a price much higher than I expected. Rightway called my provider’s office and had them prescribe a different brand of the same medication that was a fraction of the price. It was so easy. You guys are the best.”

RIGHTWAY MEMBER



RIGHTWAY OVERVIEW

01 What is Rightway?

Rightway is your pharmacy benefit manager (PBM). We manage your prescription drug coverage and ensure you have access to the medications you need.

Your Rightway benefits include personalized support from our licensed pharmacists and pharmacy technicians. They do the heavy lifting for you, from finding the lowest prices to managing prior authorizations, coordinating with your doctor, and making sure your prescriptions are ready at your pharmacy or delivered to your door.

02 How do I use Rightway?

Rightway's services are available through the Rightway app, online, or over the phone. In the app, you can connect with the pharmacy team, view your prescription ID card, review your medication history, and request mail-order delivery for your medications. If you have questions about using Rightway, send a message in the Rightway app or call 888-665-1678.

03 Why did my company partner with Rightway?

By partnering with Rightway, your employer wants to give you a better way to manage your medications — before and after you get a prescription, visit a pharmacy, and/or start taking your medication — right from the palm of your hand.

We are here to be your advocate and to make the prescription medication experience easy for you.

04 What is the Rightway pharmacy team?

Our licensed pharmacists and pharmacy technicians are trained professionals dedicated to simplifying the prescription medication experience for you. They have your specific benefits information and help you get the most value from your pharmacy benefits.

Whenever you connect with the pharmacy team, you are connecting with a trained expert or clinician, never a bot.

05 When should I use Rightway?

Use your Rightway pharmacy benefit every time you fill a prescription to ensure it's processed through your plan. Our pharmacy team can also help:

- + Answer questions about medications and side effects.
 - + Explain your prescription drug coverage and copays.
 - + Find ways to save money on your prescriptions.
 - + Contact your provider to obtain prior authorization.
 - + Coordinate mail-order and specialty prescriptions.
-

06 How do I contact the pharmacy team?

You can easily chat with a pharmacist through the Rightway app. If you'd prefer to call, please refer to the plan-specific phone number on your ID card. If it's not handy, you can call our general line at 888-665-1678.

The pharmacy team is available by phone 24/7.

MANAGING YOUR PHARMACY BENEFITS

01 How does Rightway manage my pharmacy benefits?

As your pharmacy benefits manager, Rightway provides you with simple-to-use tools and an expert pharmacy team to support you through every step of your pharmacy experience. We can help you understand which medications are covered, find you the most affordable prescriptions, and connect you with one of our pharmacists when you need support.

02 Does Rightway replace my current pharmacy benefits?

Yes, Rightway is your new pharmacy benefits provider. We're excited to make it easier for you to get your prescriptions, help you understand your benefits, and lower your out-of-pocket costs.

03 What pharmacy benefits and pharmacy services does Rightway provide?

Rightway improves your pharmacy experience by helping you understand your pharmacy benefits and providing personalized support. You can chat directly with the pharmacy team through the Rightway app. Connect with them to find ways to save on pharmacy costs, explore alternative medications, or to answer any other pharmacy questions.

04 Who is eligible to use Rightway's services?

Rightway provides pharmacy benefits to all individuals and their covered family members enrolled in an eligible insurance plan.

05 Do I have to use Rightway to get a prescription covered?

Yes. Rightway is your pharmacy benefits provider. That means we are the service that covers your prescription medication. You'll receive an ID card in the mail, either from your health plan or directly from Rightway. A digital copy is also available in the Rightway app. You'll need to present this card when you fill a prescription so your pharmacy can process your new benefit information.

06 **When should I use Rightway's services, and how will they benefit me?**

You must reference your pharmacy benefit information every time you fill a prescription. Additionally, our pharmacy team can help you find ways to save on pharmacy costs, explore alternative medications, or answer any other pharmacy questions.

Use the Rightway app to view your digital ID card, a list of your current prescriptions, your claims history, and your prior authorizations.

07 **Are there instances when the pharmacy team will contact me directly?**

Yes. Our pharmacy experts may check in every so often to make sure you're getting the care you need. They may also follow up after you pick up a new prescription to see if you need help with anything else. Additionally, our team may contact you to tell you about programs that can help you lower your prescription costs or manage your prescriptions. All communication with the pharmacy team is strictly confidential, private, and HIPAA-compliant.

08 **How do I find out if a particular prescription is covered under my plan?**

You can use the Rightway app on desktop or mobile to look up a medication for coverage details. You can also use it to see recommendations for generic or lower-cost alternatives. If you have any questions about coverage, you can use the app to chat with the pharmacy team.

09 **Can I still go to the pharmacy of my choice?**

Your Rightway program gives you access to an extensive national pharmacy network, including most major retail chain pharmacies and most independent pharmacies. If you'd like mail-order or specialty pharmacy services, our pharmacy team can help set them up based on your employer's plan.

10 **How does Rightway help me save money on prescriptions?**

Your pharmacy team can provide detailed information about your pharmacy benefits (including deductibles, out-of-pocket maximums, and copays) and guide you through the best prescription fulfillment options for you and your budget.

11 **Will I be receiving a new prescription drug ID card?**

You will either receive a physical prescription drug ID card or a new medical ID card that will include your Rightway pharmacy coverage information. You can always access your digital ID card in the app.

12 **How do I contact the specialty pharmacy team?**

If you need assistance in obtaining a specialty medication, please contact our pharmacy team through the Rightway app or call 888-665-1678.

13 **I was told I need a prior authorization. How do I get one?**

Your doctor may need to submit a prior authorization for covering specific medications. If you need assistance, contact the pharmacy team through the Rightway app or call 888-665-1678.

14 **How can I get a prescription sent to me by mail?**

We partner with multiple mail-order providers to give you options. To know which option is best for you, we recommend connecting with the pharmacy team through the Rightway app. They can help you understand your options and get you the best price.

COMMUNICATION AND PRIVACY

01 Why am I receiving emails from Rightway?

We want you to be familiar with our services so you can take advantage of features that save you money and make your life easier. If you no longer wish to receive emails from Rightway, you have the option to unsubscribe.

02 Is my private information protected?

Yes. Rightway takes Personal Health Information (PHI) very seriously and is fully Health Insurance Portability and Accountability Act (HIPAA) compliant. Rightway is independent of any health insurance company and completely separate from your employer.

To protect your privacy, Rightway uses a modern data security infrastructure, tested security procedures, and specific HIPAA training. This information is only shared in strict compliance with federal guidelines and only with your permission.

“

The pharmacy team went above and beyond to help me find my medication at an affordable price.”

RIGHTWAY MEMBER

“

The Rightway app is easy to use and the pharmacy team is top tier! I feel so much more at ease about my new prescription with Rightway.”

RIGHTWAY MEMBER

