

# AWA

## Frequently Asked Questions

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### Q. When can members begin using their Rx and other benefits?

A. Members can begin using their benefits on their plan's effective date, subject to the terms and conditions of the plan.

### Q. Can members access their AWA SureScript Rx plan membership information online?

A. Yes, membership includes access to our secure online Member Portal - **members.affiliatedworkersassociation.org**. Once logged in, members can view, download and print their member materials, including a temporary ID card and benefits guide, as well as access phone numbers, web links and information regarding their AWA SureScript Rx plan membership.

### Q. What is a Formulary?

A. A formulary is a list of commonly prescribed medications specifically chosen for this plan for their safety, cost and effectiveness. Drugs are listed by common categories or class. They are placed into cost levels known as tiers. It includes both brand and generic prescription medications approved by the U.S. Food and Drug Administration (FDA).

### Q. How do members use the Formulary?

A. The AWA SureScript Rx plan includes the CVS/Caremark Value Formulary. When choosing a medication, members should use the online Drug pricing tool. It will help members choose the most cost-effective prescription drugs. If the member has a question regarding drug coverage, please visit **www.caremark.com** or call Rx Customer Service at **(866) 475-0056**.

### Q. Why are some medications excluded from the plan?

A. The AWA SureScript Rx plan has a set formulary and not all medications are covered. Drugs not included on the formulary will display "Plan Pays \$0.00" and are 100% member cost, however, members will receive the CVS/Caremark discounted rate. Non-formulary drugs do not count toward the monthly maximum.

### Q. Should members talk to their doctor about OTC medications?

A. An OTC medication may be the right treatment option for some conditions. Members should talk to their doctor about available OTC options. Even though these medications may not be covered under the plan benefits, they may cost less than the out-of-pocket expense for prescription medications.

### Q. What is the difference between brand-name and generic medications?

A. Generic medications contain the same active ingredients (what makes the medication work) as brand-name medications, but they often cost less. Once the patent of a brand-name medication ends, the FDA can approve a generic version with the same active ingredients. These types of medications are known as generic medications. Sometimes the same company that makes a brand-name medication also makes the generic version.

### Q. Is Home Delivery an option?

A. Yes, members may place an order for a 90-Day supply by mail order and their medications will be shipped right to their home. They can even choose to have their prescriptions refilled automatically and shipped on a specific date each month.

### Q. What if the member's doctor writes a brand-name prescription?

A. If a member's doctor gives them a prescription for a brand-name medication, they should ask if a generic equivalent or lower-cost option is available and if it might be right for them. Generic medications are usually the lowest-cost option, but not always. Members should visit [www.caremark.com](http://www.caremark.com) to make sure.

### Q. Are specialty medications included in the AWA SureScript Rx plan?

A. Specialty medications treat rare or complex conditions and are typically higher cost medications. Specialty medications are 100% member cost, however, members will receive the CVS/Caremark discounted rate.

### Q. Who can members call if they have questions?

A. Please contact AWA's Customer Service at **(855) 351-7536** and one of our friendly representatives will be glad to help them!