



Welcome to Serve You Rx!

Serve You Rx, located in Milwaukee, Wisconsin, is the national pharmacy benefit manager selected by the City of La Crosse to provide the pharmacy benefit to you and your covered family members

As a Serve You Rx member, we want you to have the tools and services you need to be an active member of your health care team and drive positive health outcomes. **The following are steps you can take to make the most of your pharmacy benefit:**

SIGN UP FOR THE SERVE YOU RX MEMBER PORTAL

Visit www.serve-you-rx.com and register with our password-protected Member Portal to:

- Research your medications;
- Estimate and compare drug costs;
- Find participating network pharmacies;
- Track and view your prescription claim history; and more.

FIND AN IN-NETWORK PHARMACY

The Serve You Rx pharmacy network has more than 66,000 pharmacies nationwide, including the mail service pharmacies operated by Serve You Rx. To confirm that your current pharmacy is in our network or to find other nearby participating network pharmacies, use the Pharmacy Search feature in the Member Portal.

Rx DRUG COPAYS

	ATU (MTU) Plan	All Other Plans
Formulary Tier 1		
• At retail pharmacy (up to 30-day supply)	\$10	\$10
• At mail order (Serve You Direct Rx) (up to 90-day supply)	\$20	\$20
• At retail pharmacy (up to 90-day supply)	Not Covered	\$30
Formulary Tier 2		
• At retail pharmacy (up to 30-day supply)	\$20	\$25
• At mail order (Serve You Direct Rx) (up to 90-day supply)	\$40	\$50
• At retail pharmacy (up to 90-day supply)	Not Covered	\$75
Tier 3 (considered non-formulary)	100%	100%
• Specialty medications (up to 30-day supply)	\$20	\$50

Mail order of maintenance drugs required (or 90-day at retail for applicable plans) after first two fills at retail pharmacy.

MAXIMIZE SAVINGS WITH MAIL SERVICE OR A 90-DAY SUPPLY AT RETAIL

For Applicable Plans

Depending on which plan you have, the City of La Crosse prescription drug plan may require mandatory use of mail service for maintenance medications after two 30-day fills at a retail pharmacy, or you may have the option of filling a 90-day supply of your medication at a retail pharmacy as an alternative to mail service. Check your plan details. Purchasing your medication supply in a larger amount can often save you money. For the medications you take regularly to treat chronic conditions — such as high blood pressure, high cholesterol, and diabetes — Serve You DirectRx mail service offers the advantages of:

- Up to a 90-day supply for the price of two copays;
- Free standard home delivery;
- 24/7 availability of pharmacists to answer questions about your orders;
- Convenient refill options online, by phone, and by mail; and
- Secure and confidential packaging that is tamper-evident and weather-resistant.

With Serve You DirectRx, you also have the option to enroll in our Preferred Status and Autofill programs. The Preferred Status program authorizes us to complete the first fill of any medication when the prescription is received from your prescriber without needing to contact you. The Autofill program allows us to automatically refill your medications and ship them to you before you run out — no need to contact us and request a refill. To enroll in one or both of these programs, simply call 1-800-759-3203 and a customer service representative will assist you.

If you have the 90-day-at-retail benefit as part of your plan (all plans except ATU), you can receive up to a three-month supply of your medications at a retail pharmacy for the price of three retail copays.

REFER TO YOUR PLAN'S PREFERRED DRUG LIST: SERVE YOU Rx SELECT FORMULARY

A Preferred Drug List (PDL) is a list of prescription medications covered by your prescription drug plan. Its purpose is to help you and your prescriber choose safe, effective, and cost-efficient drug treatments. Using drugs on this list often results in lower out-of-pocket costs.

The Serve You Rx Select Formulary can be found on our website. Select “Serve You Rx Members” under the Members menu list, scroll to the “Preferred Drug List” section, and choose “Preferred Drug List – Select.”

To view the list of excluded medications, select “Serve You Rx Select Formulary Excluded Product List.” For each medication that is excluded, there is at least one preferred alternative medication listed.

PROGRAMS THAT SUPPORT CLINICALLY APPROPRIATE, COST-EFFECTIVE MEDICATION USE

Programs that are part of your pharmacy benefit now, such as prior authorization, step therapy, and quantity limits, will continue to be part of your benefit with Serve You Rx. These programs help ensure medications are used most appropriately and in dosages as recommended by the U.S. Food and Drug Administration. For conditions that can be treated with multiple medication options, these programs also help ensure that treatment is first tried using preferred medications that are lower cost and clinically appropriate. These programs help the City of La Crosse better contain prescription cost, which in turn allows the City of La Crosse to continue to offer you a robust and comprehensive prescription benefit program.

Questions?

We are excited to help you make the most of your prescription benefits. Our customer service representatives are located at our Wisconsin facility and are available seven days per week at **800-759-3203**. Our call center hours are as follows (CST):

- Monday–Friday, 7:30 a.m.–9 p.m.
- Saturday, 8 a.m.–6 p.m.
- Sunday, 9 a.m.–3 p.m.

We look forward to the opportunity to *serve you*.