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## Change in HMA Pharmacy Managers Frequently Asked Questions (FAQs)

### **Why did NCSD change from CVS to Prime Therapeutics pharmacy managers (also called MagellanRx)?**

The Benefits Committee is responsible for exploring methods for containing health care costs. This change will help contain benefit costs for NCSD employees.

### **When can I access the Prime Therapeutics member portal?**

All members can register beginning January 1, 2025. [Member Portal Guide](#).

### **Is my current prescription covered?**

There will be very little disruption to members. If there is a change, members impacted should have received a letter from Prime Therapeutics in November. You can see if your medications are covered by looking at this guide [Prescription Drug Guide](#).

### **Prime Therapeutics sent me a letter to notify me of a required change. What should I do next?**

Contact your primary care physician to discuss options for alternative medications.

### **When will I receive my new insurance card?**

All members should receive their new insurance card the first week of January. Login to the [HMA Access portal](#) for a digital insurance card if you do not have your new HMA ID card by January 2nd.

### **Is my pharmacy in the Prime Therapeutic network?**

Most pharmacies are in their network. Use the Prime Therapeutic pharmacy network to check if your current pharmacy is in network at [Find a pharmacy](#).

### **How will this impact my co-pays?**

For 94% of members, co-pays will remain the same. However, depending on your prescription, your co-pay may go up or down.

### **Do I need to do anything to transfer my existing prescription?**

No, prescriptions will automatically roll over to Prime Therapeutics from CVS.

### **Does Prime Therapeutics offer mail order?**

Yes, members will be able to get 90-day mail-order prescriptions. Information will be available on their website on January 1, 2025.

### **Should I refill my prescription before December 31, 2024?**

Yes, if you can get refills, it is recommended.