Welcome to CarelonRx

Today's presenters

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Pharmacy Account Director

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Pharmacy Account Director

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Pharmacy Account Manager

What we'll cover today

1. Who is CarelonRx?
2. CarelonRx and our companies
3. Your pharmacy benefits
   - What is covered
   - How to get your prescriptions and save money
   - How your benefits work
4. EnsureRx: Giving you the lowest price possible
5. Member connection | Online tools
   - Pricing a medication
   - Find a pharmacy
   - Claims/Order history
   - Frequently Asked Questions
6. How to contact us
7. Appendix (member materials/resources)



Who is CarelonRx?

New prescription benefits manager for Douglas County School District employees and their families

Mission

We are CarelonRx, a pharmacy benefit manager that believes there's a better way to deliver healthcare.

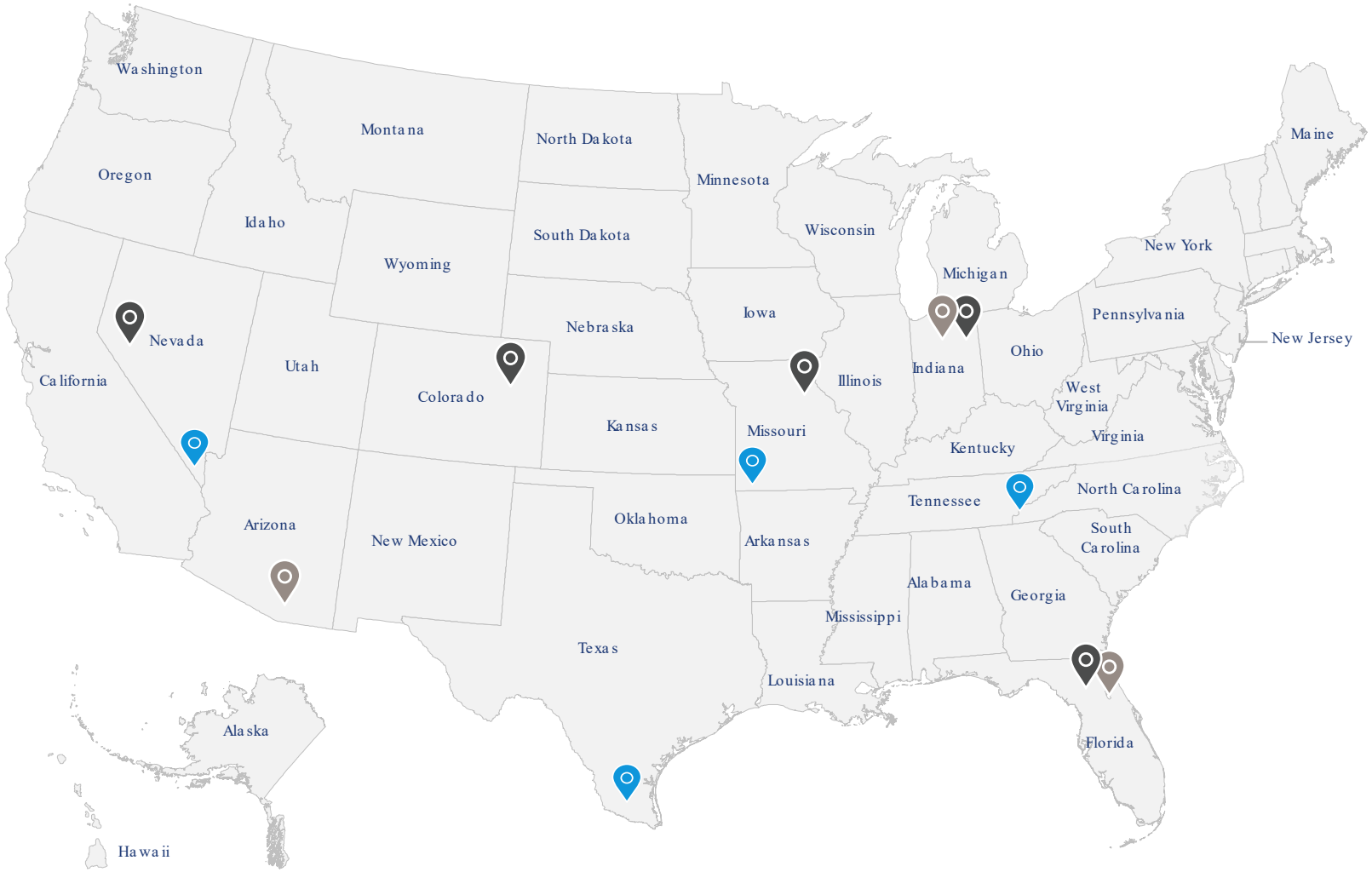
Vision

Our vision is focused on serving the individual with clinical insights and innovative solutions to meet members wherever they are in their healthcare journey.



CarelonRx and our companies

- At Home Delivery pharmacies
- BioPlus dispensing pharmacies
- CarelonRx Call Centers



Your pharmacy benefits

Your plan covers:

- Medicines on the four-tier Guided formulary (PDF)
- Medicines on the four-tier Guided formulary (searchable)
- National Base Network:
  - AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, or WY Base Pharmacy Network (West states)
- Specialty drug list
- Home Delivery Drug List
- Some medications require Prior Authorization (PA). The pharmacist and provider have steps to take through PA process if your medication is not covered.

If you have a prescription that is not covered, talk to your doctor or pharmacist about:

- Finding an alternative medication.
- Switching to a generic or over-the-counter drug.



Your pharmacy benefits

How to get prescriptions and save money

- Retail pharmacies: 63,000 convenient locations
- Home delivery (mail order): If you take medicine regularly, save time and money with home delivery and a 90-day supply through CarelonRx Pharmacy.
- Specialty pharmacy: If you require specialty medicine, you must place your order through BioPlus, a Carelon company (see appendix for more information).
- Check medicine prices with the Price a Medication feature on carelonrx.com or on the CarelonRx app and see if there are lower-cost options, such as generics (see appendix for more information).
- Easily refill home-delivery (mail order) prescriptions with CarelonRx Pharmacy at home or over the phone (see appendix for more information).
- Benefit from our automatic enrollment in EnsureRx, which offers savings off retail prices for covered and noncovered prescription medications.



Nearly

63,000

pharmacies across the country plus, a convenient home-delivery (mail order) option with CarelonRx Pharmacy.

EnsureRx: Delivering a seamless member experience

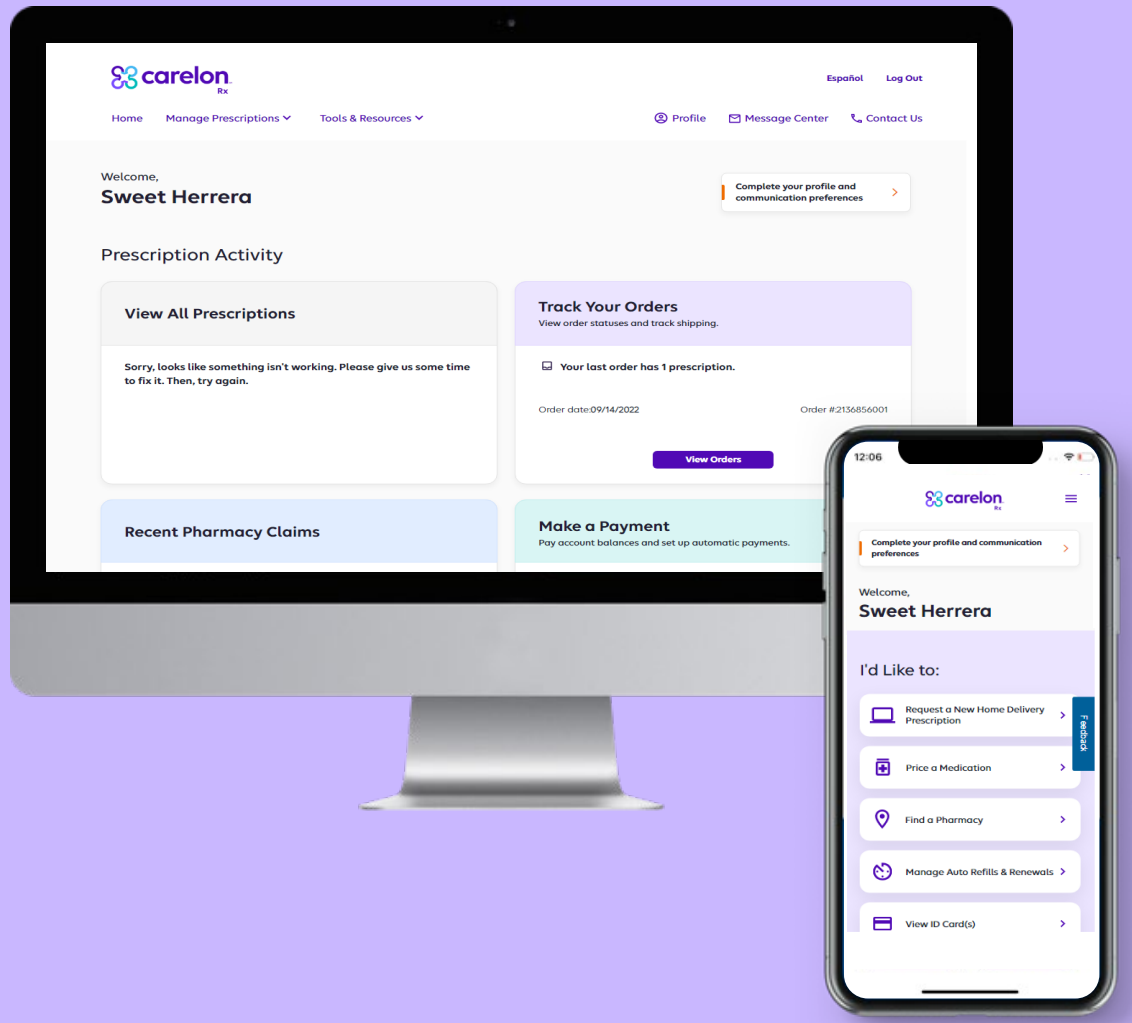
- **Ease of use.** Lowest price available, applied at the point of sale. No need for a physical discount card to be presented.
- **It's automatic.** Included as part of your benefit.
- **Saves you time** by automatically comparing costs for select generic medications, against our proprietary network of discount cards.
- **Captures your claim** to ensure patient safety protocols and updates to the benefit.



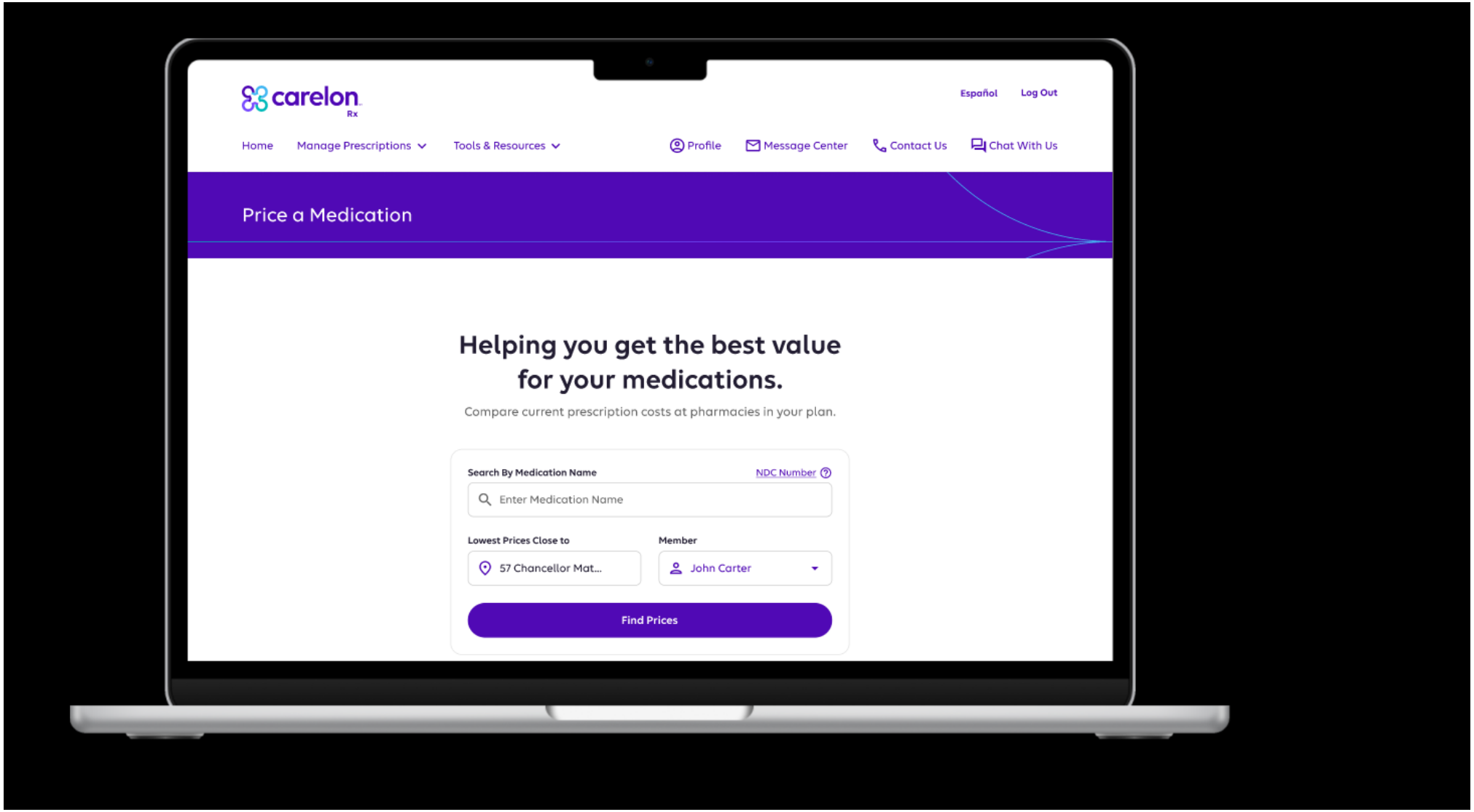
Member connections both online and on-the-go

CarelonRx.com or the CarelonRx app helps you keep track of your prescription benefits

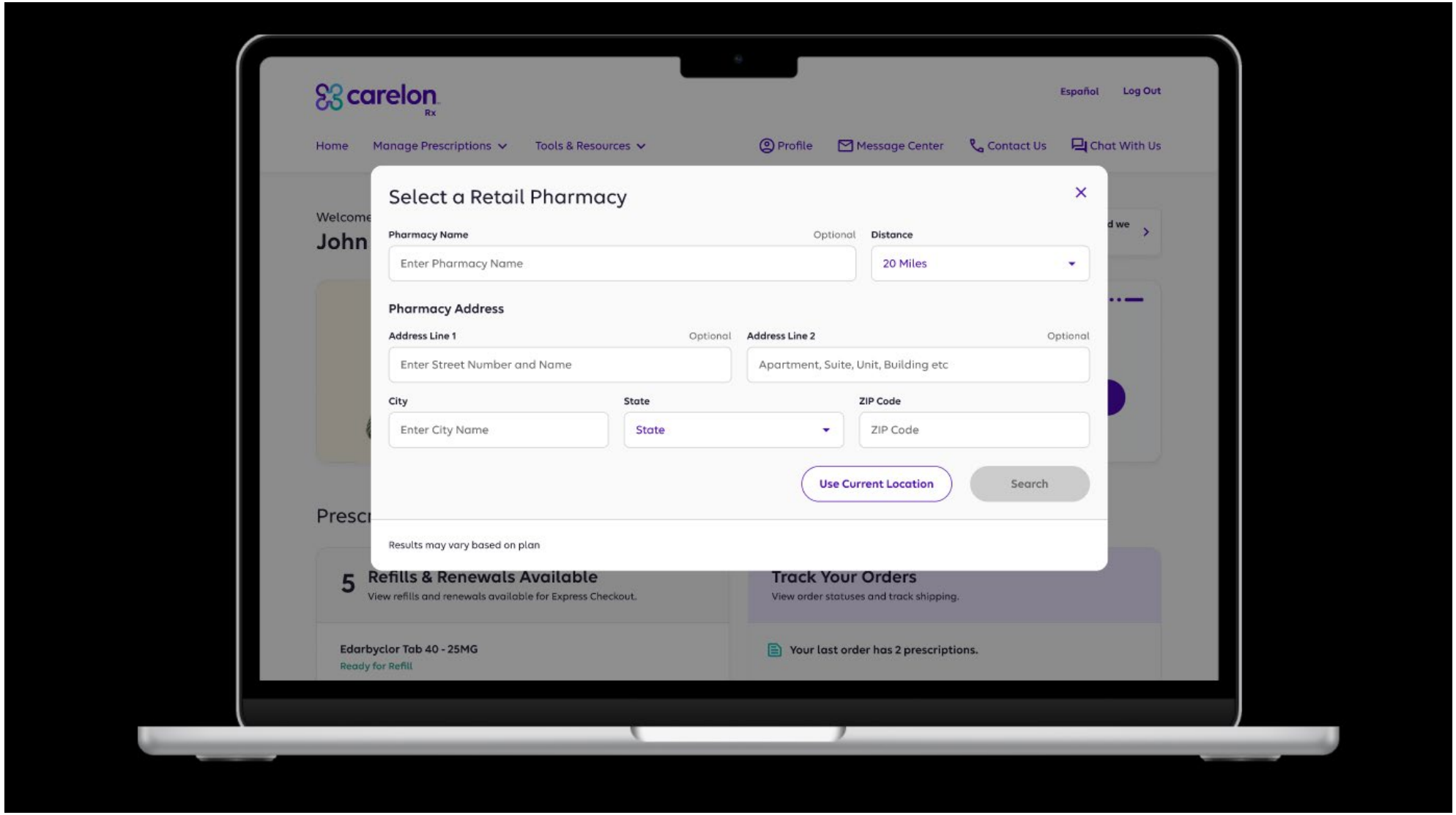
- Intuitive navigation and easy-to-use interaction.
- You can confirm contact details and set preferred communication methods.
- Real-time communication with pharmacy fulfillment systems.
- Find prescription costs.
- Learn what's covered and check claims.
- View and use your digital ID cards.
- Check your plan usage.
- Fill prescriptions.
- Chat with Member Services if you have questions or need information.
- See Appendix for additional information



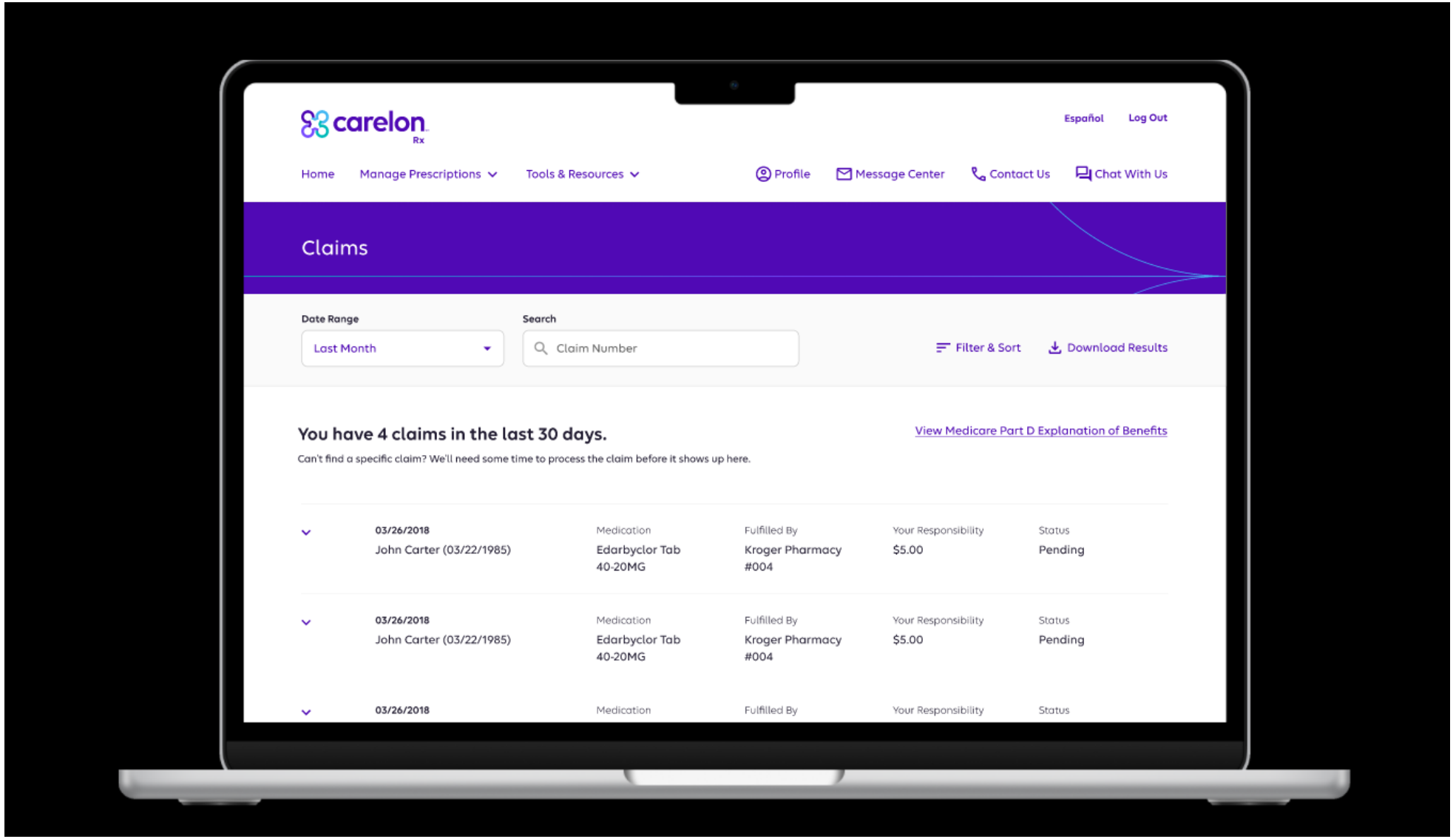
Price a medication



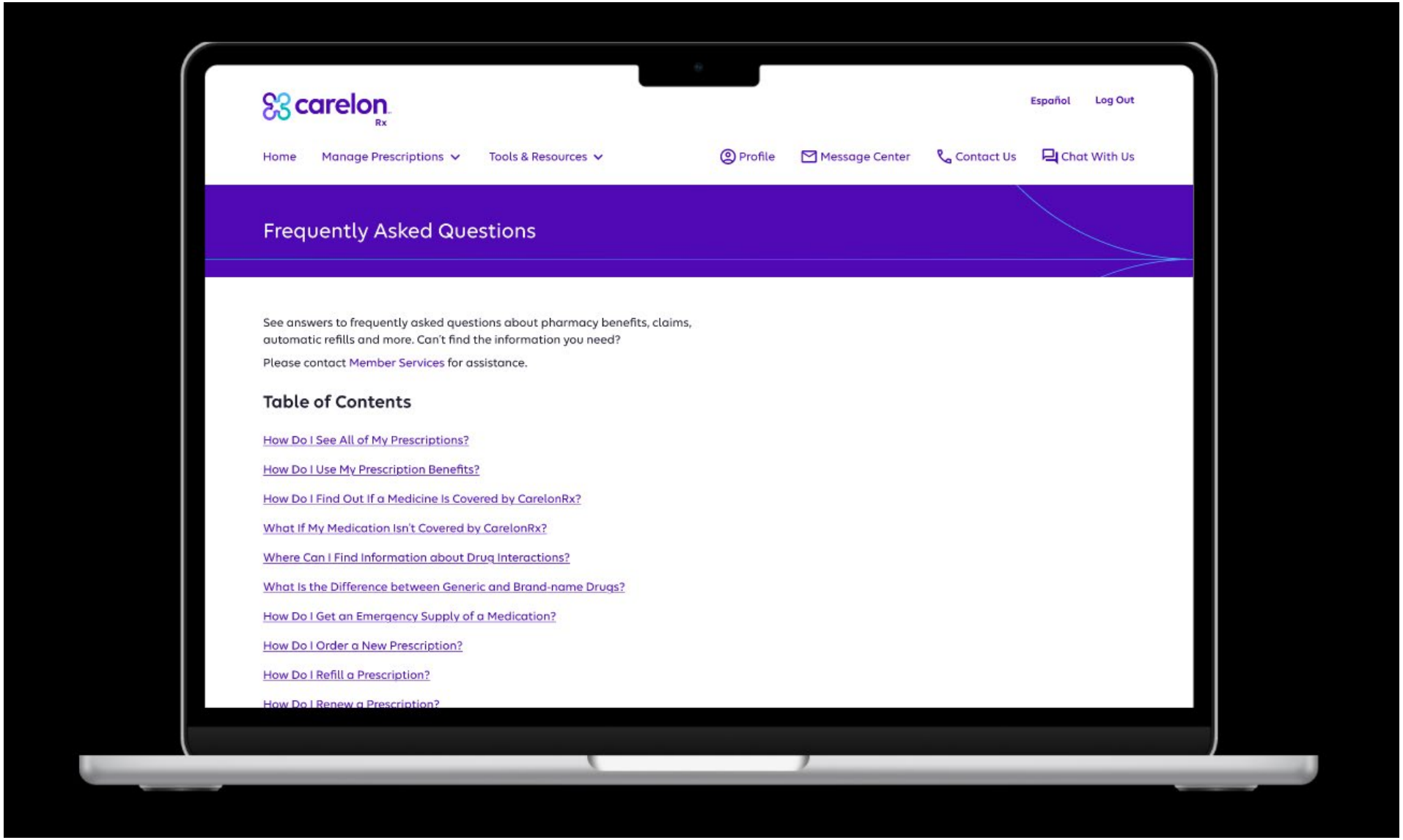
Find a pharmacy



Order/claims history



Frequently Asked Questions



How to contact us

CarelonRx Pharmacy (home delivery / mail order)

- 833-396-0309

BioPlus Specialty Pharmacy

- 833-549-2114
- To check if a specialty medication is covered under your plan, visit carelonrx.com

Carelonrx.com or Carelonrx app

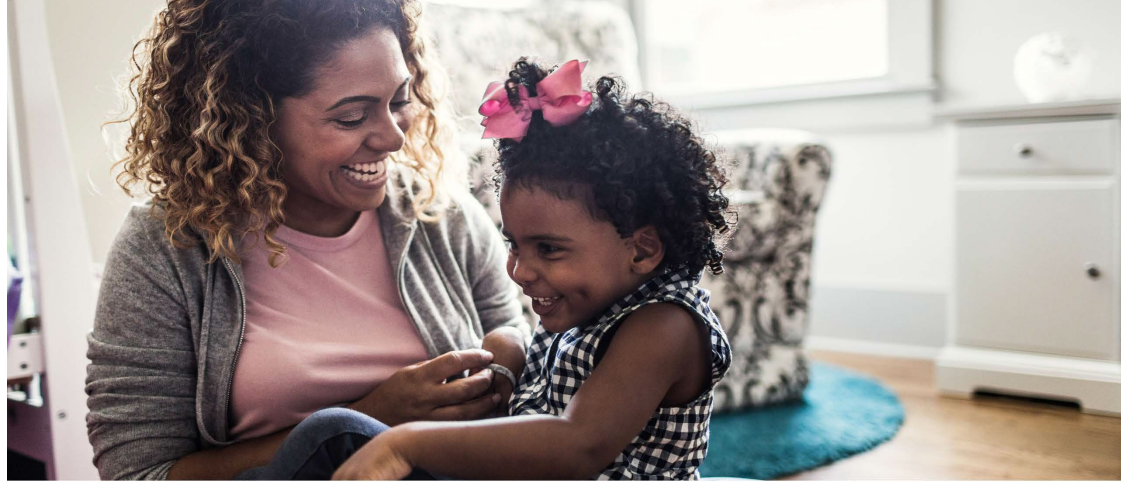
- Create a log in
- Log in and send a secure message
- Log in and open a live chat session

CarelonRx

- Call the number on the back of your ID Card

Appendix

CarelonRx Pharmacy home delivery (mail order) Member flier



CarelonRx Pharmacy brings you medicine, savings, convenience, and peace of mind

Life can be busy. That's why we want to help create more time in your day to do the things you want and need to do. By having prescription medications you take long-term delivered to your home, you won't need to go to a pharmacy for them.

It only takes a few minutes to set up CarelonRx Pharmacy for prescriptions you take on a regular basis for certain health conditions like diabetes or asthma. Home delivery provides:

Savings

Many medicines cost less when you receive a 90-day supply instead of three 30-day supplies. With CarelonRx Pharmacy, you can also learn about lower-cost options to save money.

Convenience

We deliver medication to you. Your first order should arrive within two weeks. Orders will arrive within one week after that. You can set up automatic refills, too.

Peace of mind

You will be less likely to miss a dose and more likely to stay on track with the treatment your doctor prescribed.*

Two ways to get started with CarelonRx Pharmacy

1. Get started with home delivery online at **carelonrx.com** or through the CarelonRx app after you download it to your mobile device. Please visit the *Manage Prescriptions* page after you log in.
2. You can also call the CarelonRx Pharmacy Contact Center at **833-396-0309**. We'll get you started in just a few quick steps.

We're here to help

If you have any questions about home delivery, please call the CarelonRx Pharmacy Contact Center at 833-396-0309.

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*Schwab P, Racsa P, Rascati K, Mourer M, Meah Y, Worley K. A Retrospective Database Study Comparing Diabetes-Related Medication Adherence and Health Outcomes for Mail-Order Versus Community Pharmacy. Journal of Managed Care & Specialty Pharmacy (March 2019): pubmed.ncbi.nlm.nih.gov/30816817.

Services provided by CarelonRx, Inc.

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BioPlus Specialty Pharmacy Member Flier

BioPlus Specialty Pharmacy for all your specialty pharmacy needs



Offering a personalized, user-friendly experience

When you need a specialty medication, BioPlus has you covered.

Specialty medications treat chronic and complex conditions. They can be more expensive, require more paperwork, and have different side effects than other medications. With 30 years of experience and high customer satisfaction, BioPlus, CarelonRx's specialty pharmacy, uses advanced digital tools and personalized interactions to make filling your specialty medications fast and easy.

How does it work?

Your doctor prescribes a specialty medication and sends the prescription directly to BioPlus.

BioPlus contacts you to confirm receipt of your prescription. Once your order is ready to ship, BioPlus will contact you to get any necessary information and schedule your delivery. They will also discuss financial assistance if you are eligible.

BioPlus ships the prescription to your home or to your doctor's office. You will also receive instructions on how to access your online welcome kit.

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How can BioPlus help you?

If you have questions about BioPlus or your specialty prescription, please call **833-549-2114**.

To find out if a specialty medication is covered under your plan, please visit **carelonrx.com**.

CarelonRx.com
CarelonRx app
Member Flier

Prescriptions made easier

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Take control of your health and save money

Your prescription drug coverage is important to your health. With pharmacy benefits from CarelonRx, you can:

- **Track and manage** all your prescriptions in one convenient place.
- **Refill and renew** prescriptions.
- **Find** a pharmacy.
- **Check the cost** of your medications.

To start, log in to **carelonrx.com** or use the CarelonRx mobile app. Here's what you'll find:

All your prescription information in one place

This online tool provides real-time information about your prescriptions including:

- Dosage.
- Days' supply.
- Last fill date.
- Prescription history.
- Number of remaining refills.
- How to switch eligible prescriptions to CarelonRx Pharmacy for home delivery.

We bring the pharmacy to you

When you switch your prescriptions to home delivery through CarelonRx Pharmacy, you can:

- Have your maintenance medications delivered directly to your door.
- Talk, text, or chat with a pharmacist 24/7.
- Track your order.
- Receive free standard shipping.
- Enroll in automatic refills and renewals.

Find ways to save

Check to see if a medication is available and find the best price in your plan's network with the **Price a Medication** tool.

See if a generic drug will save you money or if home delivery makes more sense than getting prescriptions at your retail pharmacy. We'll help you understand your options so you can make informed choices for you and your family. You can also save on your prescriptions with available refill pharmacy options.

Choose how to stay in touch

When it's time for a refill or when you're due for a health screening, you decide if you'd like us to reach you through a call, email, or text. Opt in or out of alerts and set your payment preferences too.

Find out how to get the most from your benefit plan

For more helpful information and answers to common questions, log in to **carelonrx.com** or download the CarelonRx app.

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Open Enrollment Member flier

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Welcome to your new CarelonRx benefits

This welcome guide gives you an overview of your pharmacy benefits, so it's easier to manage your prescriptions and your health.



Get more from your benefits

Once your plan is activated, download the CarelonRx app or log in to your account at **carelonrx.com** to:

- Check if a medication is available and find out your coverage, copay, and deductible amounts.
- Find a retail pharmacy near you.
- Access your prescription history.
- Download a convenient digital ID card.
- Order refills and renew home delivery prescriptions with CarelonRx Pharmacy.

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Quicker access to plan information

With CarelonRx digital tools, you can get the most from your benefits. Once your plan is activated, download the CarelonRx app or log in to carelonrx.com.

Save time and money with CarelonRx

Pay less when you use a pharmacy in your plan's network

Your costs are lower when you choose a pharmacy in your plan's network. To search for one, log in to your account, choose **Find a Pharmacy**, and enter your ZIP code or city.

Convenient options for maintenance medications

If you take medications on a regular basis, you can have a 90-day supply delivered to your door with CarelonRx Pharmacy. You'll also save money — and shipping is free. To see if your medication is eligible for a 90-day fill, log in to your account, choose **Manage Prescription**, and then select **View, Refill Prescriptions** to see your options.

Support from our specialty pharmacy

If you take certain specialty medications, our specialty pharmacy team will contact you about your treatment and filling prescriptions.

Prescription management, on the go

Download the CarelonRx app to access your plan information 24/7:

- Manage refills
- Update account information
- Download a digital ID card
- Chat with a pharmacy member services representative
- Have your prescriptions delivered to your home with CarelonRx Pharmacy

For more helpful information and answers to common questions, visit **carelonrx.com** and send a secure message or open a live chat session. We're always here for you. You can also call us at the Pharmacy Member Services phone number on your member ID card.

Member Welcome Kit

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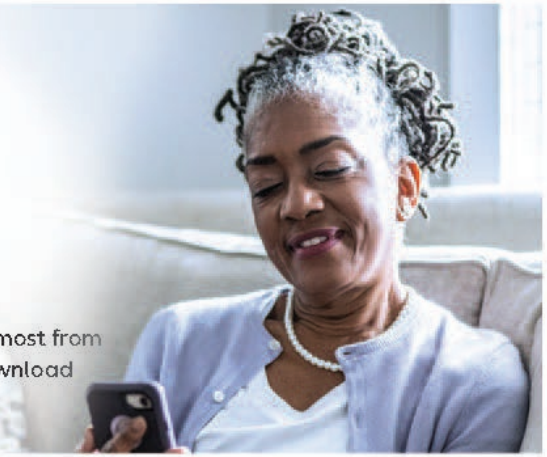
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