

Welcome to your prescription drug benefit plan!

ProAct, Inc., is a full-service Pharmacy Benefit Management company. From innovative programs to high-touch member services – you are covered under our care.



Mail Order

ProAct's mail order program is a reliable, cost effective way to securely receive maintenance medications at the convenience of your doorstep.

Set up your Mail Order Profile in two easy ways:

- 1. BY PHONE:** Call 1-866-287-9885 to speak to a representative. ProAct will create a Mail Order Profile and coordinate with your physician(s) to gather your prescription(s) on your behalf.
- 2. ONLINE:** If you haven't already, visit www.proactrx.com to create a member portal account. After your portal account is created, you can then set up a Mail Order Profile by filling out the form located under "Mail Order". Once your Profile is active*, we will just need your prescription(s)! Ask your physician(s) to e-scribe a 3-month supply to "ProAct Pharmacy Services".

*Mail Order Profiles take up to one business day to be active within our system.

Prior Authorization

Some medications, due to cost, type of medication, or plan benefit will require prior authorization. ProAct is committed to helping you avoid any delays in getting your medications.

Here's what you should know:

If you need a prior authorization to continue filling your prescription, don't worry! In order to provide a smooth transition and prevent members from experiencing a lapse in therapy, ProAct has a **one-time override**† policy for claims that may reject for prior authorization.

Upon receiving notification of rejection at a local or mail order pharmacy, due to prior authorization, call the ProAct Help Desk.



Call the Help Desk:
877-635-9545



ONE-TIME OVERRIDE



Contact your provider to initiate the Prior Authorization Process

† This process does not apply to any excluded medications. If a drug is not included within your formulary, it is not a covered benefit.



Online Resources

ProAct's member portal at www.proactrx.com contains a variety of resources to support your pharmacy benefit needs, such as:

- Dashboard
- Benefit Overview
- View Claims History
- Transfer Prescriptions to Mail Order
- Manage Mail Order Prescriptions
- View and Print Temporary ID Cards
- Drug Pricing Tool
- Pharmacy Finder
- Formulary Look Up
- ProAct Messenger



Specialty Pharmacy

Noble Health Services is a patient-focused specialty pharmacy. Specialty medications may cost more than traditional medications and often require extra attention. Noble starts working with you as soon as they receive a prescription from your physician to provide copay and benefits assistance and clinical support. They are available 24/7/365 to assist with any situation that may arise.

www.noblehealthservices.com



Caring people are never more than a phone call away, any time of day.

We're always here when you need us.



24/7/365 Member Support: 1-877-635-9545